

Superliners On Desert Wind, Zephyr; 403(B) Activity In Several States

Train activity was accelerated at Amtrak last month with a series of developments that included some possible new trains, as well as actual and proposed implementation of new equipment on other trains.

Desert Wind

The *Desert Wind* was equipped with Superliner cars northbound on June 30, and southbound on July 1. The train will operate with a baggage car, an Amdinette, a transition car and the required number of coaches until August 3 when a head-end-power sleeping car will be added to the consist.

San Francisco Zephyr

One of the six sets of cars needed to operate the *San Francisco Zephyr* was converted to Superliner service on Monday, July 7, when the train left Chicago. As more cars arrive from Pullman Standard, they will be phased into service on the 2,390-mile run. Included in the consist of the first train were two Superliner sleepers, a Superliner diner, five Superliner coaches as well as single level baggage cars, an Amdinette for use as a lounge car and a transition dormitory car.

Crescent

One set of the *Crescent's* four consists was scheduled for conversion to head-end-power cars about July 22 and could very well be operating by the time this issue of *Amtrak News* reaches its subscribers.

As more HEP cars come out of the Beech Grove shops, the other three sets of cars will be converted. The *Crescent* will be the third long-distance train to be completely outfitted with the "like new" all-electric cars.

Scheduled next for conversion to head-end-power is the *Silver Meteor*.
403(B) Service

Interesting developments have also been occurring on the 403(b) front.

Missouri

Amtrak has notified the state of Missouri that it would, if Missouri desires, operate a second train between Kansas City and St. Louis. No start-up date has been set but it is expected that, if the 403(b) train did operate, it would begin sometime this autumn.

The proposed consist would be an F40PH locomotive, plus an Amcoach

and a food service car. One train—the extension of the Chicago-St. Louis *Ann Rutledge*—currently operates over the route.

Georgia

The state of Georgia, too, has expressed interest in 403(b) service, specifically between Atlanta and Savannah/Brunswick.

Amtrak was asked to conduct a feasibility study to determine the most suitable route. To do this, a special inspection train was operated over several days in late June between the cities.

The three routes the inspection

Amtrak Stars On "In House" TV

Amtrak TV News, a special videotape presentation of company events is undergoing a four-month viewer test that began last May.

Distribution of the program at present is limited to points on the system that have 3/4-inch videotape playback units. Cities include Albany-Rensselaer, New York, Philadelphia, Washington, Chicago, Beech Grove and Los Angeles.

Local employees have also arranged to borrow or rent tape units at Seattle and Jacksonville to view the shows.

At the end of the four-month period, Amtrak will evaluate the programs to see if they should be continued on a regular basis.

Each general superintendent is responsible for publicizing and setting up times and places to air the program for employees locally.

Many of the features used have been made available to Amtrak by commercial television station that had shown the material originally on

their local news programs.

Hosted, directed and produced by Jim Bryant, director, audio-visual projects, public affairs department, the 20-minute programs also make use of other Amtrak employees—both at headquarters and in the field—as "street reporters" for particular segments.

July's "edition" is typical, with segments on the inaugural run of the *Pennsylvanian*, the test train for possible 403(b) service in Georgia, a special report on Beech Grove's HEP program, and an interview with Angelo Caputo, assistant vice president and controller, and Ed Courtemanche, director of performance measurements, on Amtrak's performance for first eight months of the current fiscal year.

Employees who are not located in cities of the present "network" but do have access to 3/4 inch videotape playback units and would like to borrow a tape can contact Bryant at (8) 733-3863.

train ran over were:

- Atlanta-Macon, over the Southern Railway, continuing to Savannah over the Seaboard Coast Line.

- Savannah-Jessup, over the SCL, then a side round-trip to Brunswick before going on to Macon and Atlanta, all over the Southern.

- Atlanta-Macon-Savannah, over the Central of Georgia.

North Carolina

Amtrak has begun feasibility studies of four potential rail passenger routes in and through the state of North Carolina.

The four routes requested were submitted to Amtrak by the North Carolina Department of Transportation. Amtrak is now analyzing the revenue potential, and capital and operational costs involved in providing the services.

The routes under consideration are:

- Greenville to Charlotte,
 - Raleigh to Charlotte,
 - Winston-Salem to Charlotte,
- and
- Norfolk, Virginia, to Memphis, Tennessee.

A Norfolk-Memphis train would require participation by the states of Virginia, North Carolina and Tennessee.

A starting date for any new rail service, and the costs involved, would depend on how much track and signal work would be required to operate the trains; how much time it would take North Carolina, Amtrak and the contracting railroads to agree upon a schedule and other operational aspects; and how long it would take the state legislature to appropriate necessary funds to support the service.

Oklahoma

Amtrak has also forwarded results of a preliminary cost analysis and market projection on proposed service linking Oklahoma City with St. Louis. The results went to the states of Missouri and Oklahoma who would participate on a 403(b) basis. The evaluation was requested in

resolutions passed recently by the Missouri House of Representatives and the Oklahoma legislature.

While neither state has formally applied for such service under section 403(b), the study does provide Amtrak's best estimates of potential ridership and costs should such a train be considered by both states.

Pennsylvania

Amtrak is also waiting word from

the state of Pennsylvania to determine if funding for a requested Pittsburgh-Altoona train has been settled. Stumbling blocks to a quick start-up of such a train include the fact that cost estimates originally submitted to the state are old since they were predicated on a life of 60 days and are now three months old, plus the fact that Amtrak can not guarantee that capital work could be done now to begin service by October.

Payroll Problems? Call Hot Line

A payroll Hot Line has been put into service as of last month so employees can call the department directly at any hour of the day if they have problems with any payroll matter.

Employees had been able to call the department during regular business hours for some time but the service has now been expanded and converted to an "all-hours" nationwide Hot Line.

During normal working hours calls will be answered by staff personnel but in off-hours they will be handled by an automatic answering machine.

The machine will ask five questions that employees must answer so the department can assist with the problem and return the employee's call.

Employees should be prepared to give their full name, home and work telephone numbers, work location and Social Security number.

The Hot Line number from anywhere in the United States, except the District of Columbia, is 800-424-5067. For D.C. calls, the number is 383-3517.

The number will be listed in the box that accompanies monthly Hot Line answers in *Amtrak News*.

Whenever possible, supervisors and timekeepers should continue to use the payroll inquiry unit number on Amtrak's regular telephone network. The Hot Line is designed to give employees a capability to reach the payroll department at any hour under any condition and at no cost.

Europeans Coming To See Us

For the first time in modern history, there may be more tourists from Europe visiting the United States this year than vice versa, according to the United States Travel Service.

The Service predicts that more than three million will visit America in 1980, with 1.25 million coming from Great Britain. One British tour operator alone is flying 6,000 English tourists each week to Florida.

While they're here, many of those tourists will be using Amtrak service to cross the country. Amtrak issues an unlimited-travel U.S.A. Rail Pass, plus other tickets and tours, through travel agents and transportation firms

abroad. There are, for example, reciprocal sales agreements with the German, French, Irish and Scandinavian railways.

Amtrak's newest sales brochure—printed in German, French, Spanish, Swedish and Finnish—capitalizes on the increasing interest of Europeans in Florida.

It describes the long-popular "Week of Wheels" plan, which offers unlimited use of a rental car with the purchase of three round-trip fares between the Northeast and Miami, as well as a "Week of Hotels," which provides seven nights' lodging at a selection of hotels throughout the state.

Amtrak People

McLurkin, Duffany— Tops In Service

Chef John McLurkin, Washington, and Train Attendant Linda Duffany, Boston, were honored on Tuesday, May 20, for being Amtrak's top on-board services personnel during 1979.

As part of their day's activities, the two had lunch with Amtrak President Alan Boyd and Rima Parkhurst, vice president, passenger services. During lunch, Lew Jackson, assistant director, on-board operations, presented the pair with plaques that named them the best in their respective categories.

The two also qualified for six-day, five-night vacations for two. Duffany has picked Grand Canyon, while McLurkin is still contemplating his choice.

Accompanying Duffany to Washington were her mother and father. McLurkin was escorted by his daughter, DeHavalyn.

Duffany now has won the honor for the second year in a row in Category I, employees who interface with the traveling public. McLurkin was cited in Category II, employees—like chefs and food specialists—who do not have public contact.

Duffany won by receiving the greatest number of unsolicited letters praising her work. McLurkin won by getting the most commendations from his supervisors.

Duffany topped this year's competition despite the fact that she was off work for three months with torn ligaments in her leg.

Still proud of being "Boston's only lady sleeping car porter," she adheres to a strict policy of paying close attention to her passengers' needs.

One trip was particularly memorable. She says, "On this trip I had two little old ladies in the car and they just kept complaining about everything.

"So, I made up my mind to 'kill them with kindness.' It worked because they got off the train happy and

they've even been back."

Duffany has a simple philosophy in tending to her passengers. "When you give good service, give it for the entire trip. I've seen some attendants start our pretty good but then they disappear and can't be seen for the rest of the trip.

"I want my passengers to have a good trip from start to finish."

Duffany started with Amtrak in March 1975 as a snack car assistant on the Boston-Washington run. After working several food service jobs, she became a coach attendant on the Boston section of the *Lake Shore Limited* when it went into operation in October 1975. The following July she became a sleeping car attendant and has worked that job on the *Lake Shore* ever since.

McLurkin began his railroad career with the Baltimore and Ohio railroad in June 1946 as a third cook. He was promoted to chef-cook in 1949, then went over to the Seaboard Air Line in

1960. McLurkin joined Amtrak in 1974.

As an Amtrak employee he has worked on the *Montrealer*, *Broadway Limited* and *James Whitcomb Riley*. At present he is assigned to the *Crescent*.

How did he begin railroading?

"I guess I just naturally drifted into the industry," he says. His father was a chef-cook for the B&O, retiring after 49 years of service. McLurkin's brother, Sam, also retired from the B&O, in 1974, as a chef-cook.

McLurkin, who has traveled several million miles during his career, albeit mostly on the East Coast, has cooked for many celebrities, including Presidents Truman and Roosevelt. He also remembers a special Mardi Gras train to New Orleans. "I spent two weeks in that kitchen," he recalls.

"I've met a lot of good people on the trains," he notes. "It's been a good life."

Does he have any special recipes? "Not really," he says. "But, the waiters in the cars I work, usually ask



Linda Duffany and John McLurkin were the top on-board services employees for last year. They received plaques at a special luncheon in Washington.

for my fish cakes.”

What’s so special about them? “Just left-over fish, but I spice them up with a secret ingredient,” says McLurkin.

Dominic Assetta— Boston Clock Expert

What do you do when you get bids of \$6,000, \$21,000 and \$39,500 to get a particular job done?

You hire the best man and get it done for \$400.

That’s what happened in Boston when the large, 14-foot-wide clock in South Station had to be fixed. The aged timepiece had seemingly ticked its last tick two years ago.

As part of the \$90 million rehabilitation of South Station, the Massachusetts Bay Transportation Authority, which is in charge of the project, decided to get the clock fixed and called for bids.

They came rolling in but the collective decision, after reviewing the varied proposals, was that it would cost too much money to put even as famous a clock as this one back in operation.

It’s at this point that Dominic Assetta, electrician, enters the picture.

When he came to work for the Boston Terminal Company in 1970 one of the responsibilities that came with the job was maintenance of the clock. Assetta is now an Amtrak employee.

Before joining the BRC as an electrician, Assetta spent four years as a mechanic in the Air Force. Prior to that he took electrical studies at a trade school after graduation from high school.

He said, “I just couldn’t believe those bids so I took my supervisor and the MBTA’s project chief up in the clock tower to take a closer look at what was wrong.”

The end result was that two parts had to be fabricated.

The needed parts were manufactured from brass by a machine shop in nearby Peabody, Massachusetts.



Boston Globe Photo

Dominic Assetta oils the clock in South Station, Boston. Assetta repaired the clock after having two parts fabricated. Bids from outside sources were in the thousands of dollars. Final cost? \$400.

The two parts — an oval bearing and a “flipper” for the second hand — cost \$360. The remaining \$40 consisted of labor.

After the two parts were fabricated and installed, and Assetta had cleaned and oiled the rest of the machinery, the hand-wound, eight-day clock—installed in 1898 when the station was first built—started right up without even a slight hesitation.

Some adjustments had to be made after the first few weeks to correct slow running, but the clock has run perfectly ever since.

Assetta noted that the clock seemed to have wound down along with the fortunes of the railroads that once used the station. “The guy who tended the clock before I did retired as soon as he showed me how to keep it running,” he said.

“The Boston Terminal Company maintained it, but then Conrail took over, then Amtrak, then the Boston Redevelopment Authority. No one would come up with the money to keep it going.

“Now we’ve got it working again and maybe it’s a symbol of the resurgence of the railroad business here.”

One of Assetta’s chores now is to wind the clock. He does this faith-

fully every Friday to keep the “eight-day” mechanism operating continuously. Ironically, the only things electrical about the clock are the seven 150 watt flood lights that are aimed at the concave reflector behind the clock’s translucent dial.

Otherwise the operation is all mechanical. To wind the clock, Assetta uses a jumbo two-foot-long key, which looks much like an old automobile crank with a gear on one end. This locks into a two-foot-diameter round gear that pulls up a one-ton counterweight. As the counterweight descends during the week, it keeps the clock running.

Says Assetta, “You might think it would be a hard job to wind the clock. But with all that gearing it’s really pretty easy and only takes me about three to five minutes.”

What keeps the clock ticking and on time is an 18 foot pendulum weighted down with a 250 pound hunk of concrete.

Keeping the clock lubricated is another of Assetta’s responsibilities. What does he use? Just plain Singer sewing machine oil.

Says Assetta, “I’ve been using it for 10 years and it’s worked perfectly.”

Larry DeRespinis— Commissary Artist

When Commissary Worker Larry DeRespinis, Sunnyside yard, New York, isn't loading Amfleet modules with food, he's probably got a paint brush in his hand.

That's because the young New York native is an accomplished artist.

An example of his work decorates a wall in the commissary and he is making plans for a mural for the commissary office.

"It's going to be a stylized skyline of New York City," he says. DeRespinis plans to have two stripes running around the room—one rust, the other brown—and interlock to form a frame. Inside that frame will be an art deco scene of New York City with an Amtrak locomotive bursting through the center of it.

Another task ahead is to paint the truck that delivers supplies from Sunnyside to Grand Central and Pennsylvania Stations.

The young artist has an impressive background. He attended the High School of Art and Design on Manhattan, a specialized institution of the New York City school system which screens applicants through a battery of art tests. There he took courses in all art media, including watercolor, oil, sculpting, advertising art and photography.

After graduation, he worked a short time for Raymond Loewy, the man who designed the GG1 locomotive. One of his prized possessions is a picture of a GG1 autographed by Loewy.

"I was a touch-up artist there," he says. "But, after six months they had a lay-off and the bottom 10 guys were gone. I was one of the 10."

After that he worked in several graphic arts studios but found the commercial art business too hectic and haphazard.

DeRespinis began work for the Penn Central in December 1975 as an usher at Pennsylvania Station. He stayed with Conrail for a short period



DeRespinis' first piece of art work at the commissary was a pen-and-ink sketch of an Amtrak train and two steam-powered trains.

of time after it came into being but finally came over to Amtrak as an usher.

He subsequently worked as a timekeeper, train announcer and in the package express and baggage area before moving to the Sunnyside commissary two years ago.

The mural he's already done and the future jobs were done in his spare time between work stints. The first picture took him about two days to complete.

In his off duty hours, he works out of a studio at his home in Queens where he offers his services as a freelance sign painter. He recently

Painted a collage of Amtrak locomotives as a going away gift for Pat Gallagher, former commissary general supervisor, when he moved to a new assignment in California. At present he's working on a picture of the electrified *Broadway Limited* (which appeared in *Amtrak News*) for the current General Supervisor Mark Rose's office.

When he isn't actively painting something, DeRespinis keeps busy by attending art shows to see what the noted artists of today are doing.

"You've got to keep up with the trend," he says. "You've got to keep current."

Expand, Remodel Austin Station

At its regular monthly meeting on June 25, Amtrak's board of directors approved funding for expansion and remodeling of the Austin, Texas, passenger station.

Owned by the Missouri Pacific railroad, the building is used for both railroad freight operations and Amtrak passenger service. The \$367,000 capital expenditure provides for the relocation of MoPac operations to another site and renovation of the existing building.

Improvements to the station will include exterior repair, expansion and remodeling of the interior, resurfacing of station platforms, installation

of exterior lights and paving of parking areas and access roads.

A canopy will be built on two sides of the station to protect passengers in bad weather as they walk from the parking lot to trackside.

The approved expenditure also includes \$22,000 to provide barrier-free access to the station by the physically handicapped.

Renovation of the station will result in an area large enough to accommodate Amtrak's present volume in the city as well as expected growth.

Work on the station will begin in mid-August and is expected to be completed in early 1981.

New Orleans Intermodal Station Serves Rail And Bus Passengers

Amtrak's New Orleans station, which celebrated its 26th birthday in May and was the site of the latest Family Days exhibit, is a transportation center that serves over a million rail and bus passengers each year.

Located just a block from the famed Superdome sports stadium and near many of the city's major hotels, it must be, and is, attractive as well as functional.

The New Orleans Union Passenger Terminal, or NOUPT, which has served rail passengers for 26 years and Greyhound bus riders for the past 11, recently was given a "face lift" by the city, which owns it, and Amtrak, which operates the terminal and its passenger trains.

New trees and landscaping in front of the station on Bienville Plaza and cleaning and repair of the exterior facade have made the facility a more attractive neighbor as well as a pleasant place for passengers to begin or end their visits to the Crescent City.

The station has four tracks to serve the *Panama Limited*, *Crescent* and *Sunset Limited*. All three of the trains handle checked baggage and package express which are accepted at the

ticket counter.

The station building also houses Amtrak offices for operations, engineering, marketing and police and security. A material control center is located at the nearby coach yard.

Located on the ground level are a cafeteria, lounge, news stand and gift shop. Besides Amtrak offices, the second floor has space for various railroad sales departments, the City Transit Administration and the Terminal and Post Office credit unions.

The station is open 24 hours a day, primarily to serve Greyhound's needs. Amtrak's ticket office, which draws from a pool of seven clerks, is staffed from 6 a.m. to 10 p.m. daily. Amtrak provides janitorial personnel for the station and mechanical personnel for the car and locomotive shops on an around-the-clock basis.

Amtrak took over the ticketing and baggage functions from NOUPT on July 1, 1976. The balance of the employees joined Amtrak the following June 1 and these included mechanical, operations, tower and janitorial employees as well as police and security people.

Locomotives are serviced about a

half-mile from the station with 42 road and two switch units assigned to the terminal. Heavy car repairs, including wheel change outs, are done at the coach yard shops, about two blocks from the diesel shop.

The majority of car repairs, including such work as upholstering, replac-

Krewe's Base?

It could only happen in New Orleans.

When Jim Miller, regional director, passenger services, ordered a sheet cake for the recent Family Days celebration there, he asked that it be delivered to the crew base.

It was, although the label read, "Deliver to Krewe's base office."

Krewes, please note, are the local organizations that sponsor the various Mardi Gras parades.

ing broken pipes and electrical work, is done at the "I," or Intermediate, shop which is located near the station directly in back of Greyhound's loading ramps.

A commissary and crew base serve all three trains. Amtrak took over the on-board services personnel from the Southern Railway a year ago last April 1. A maintenance of way force takes care of track work in the station area as well as over nearly 13 miles of NOUPT property.

The responsibility for overseeing Amtrak activities in New Orleans is split three ways. Jim Miller, regional director, passenger services, tends to all station and on-board services functions including baggagemen, ticket clerks, the crew base and commissary. Art Mousteko, as assistant superintendent, transportation, oversees all operations, including the yardmaster, tower and switch crews.

Coach and diesel shops report to C.R. "Chuck" Connors, manager, mechanical maintenance.



One of the highlights in the large modern waiting room is the series of brightly-colored murals depicting the history of the state of Louisiana.

The three work closely together, with Mousteko and Conners keeping Miller informed of any operating and mechanical problems so arrangements can be made quickly to minimize any negative impact on passengers.

Miller's responsibility also includes stations along the *Sunset's* route to El Paso, the *Inter-American's* route from Laredo and Houston to Little Rock, the *Panama's* route to Memphis, the *Crescent's* route to Slidell, Louisiana, as well as the crew base in Houston.

For day-to-day operations, all three men report to the general superintendent at St. Louis. Miller, on the other hand, is responsible to the corporate passenger services department in Washington for policy, budgets, goals and performance.

Two locomotives do the switching chores at the station and in the shop areas. NOUPT owns the units but Amtrak operates them and has had them painted in its own silver, blue and red colors. They are, however, lettered NOUPT.

One switcher works from 6:30 a.m. to 2:30 p.m., daily, while the other works a Sunday-Tuesday-Thursday evening schedule that coincides with the arrival of the *Sunset Limited*.

New Orleans is also responsible for servicing 70 passenger cars that are assigned there, including *Crescent* cars that came to Amtrak when it took over the route last year.

One interesting aspect of the New Orleans operation is that because of its warm climate, freeze-damaged cars are sent there routinely for repairs.

Amtrak's station is a two-story, steel-framed building that is faced with limestone and granite and contains 45,000 square feet of space on the ground floor. Interior walls are finished in marble and aluminum with the building's major feature being the sweeping 140-foot-wide waiting room.

The brightly colored murals that look down on that waiting room are among the most unique and interesting features of the station. Created by Louisiana Artist Conrad Albrizio,

each panel is more than 60 feet long and eight feet high. The four panels depict the history of the state in four periods; exploration, colonization, struggle and modern times.

Union Station, as it stands today, is the end result of a lengthy campaign by the city to consolidate its various individual rail stations into one facility. Those efforts began about 1882 and continued over the years without much success.

Serious moves to obtain a new Union Station began anew in 1938 but were thwarted by World War II. Finally, in 1945, the mayor appointed a board to finalize the project.

On October 22, 1947, the completed draft of a "terminal agreement" was signed by Mayor deLesseps Morrison and officials of the several railroads serving the city. A companion project was a grade separation program to build 22 under and overpasses.

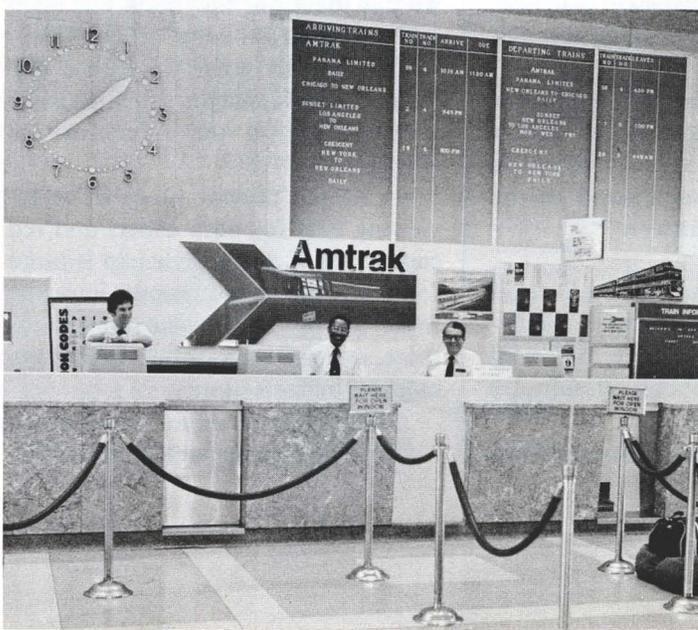
The \$16 million station was built

and finally dedicated on May 1, 1954. One of the highlights of the colorful ceremony was the official christening by the mayor's six-year-old daughter who used a bottle containing water from the Atlantic and Pacific Oceans, the Great Lakes, the Gulf of Mexico and the Mississippi, Missouri and Ohio rivers, the extremities served by trains using the new station.

In 1954, there were 44 of those trains arriving or departing each day.

As built, the terminal complex consisted of 43 acres of land, with the modern station building and its six station platforms serving 12 tracks. Each platform had train sheds extending 1,200 feet to protect passengers from rain.

As part of the complex, also built were a coach yard with adjacent shop buildings for servicing, repairing and inspecting passenger cars and a diesel shop for servicing locomotives. Those are now in use by Amtrak.



(Above) The tri-weekly *Sunset Limited* prepares to leave New Orleans Union Station for its 2,032-mile run to Los Angeles. (Left) Ready to serve their customers are, left to right, Craig Carter, Freddie Roane and Roger Rapp.

Hot Line To President Boyd

Question: I'm a ticket seller in Washington and wonder why some of the ticket offices don't allow their employees to cash Amtrak paychecks at the ticket office. Some do and some don't. There doesn't seem to be any consistency.

I also wonder if Amtrak plans on changing ticket sellers' uniforms soon. Where I work, men are allowed black or navy blue slacks, but women are allowed only navy blue slacks or skirts. It seems there is no real coordination on what our people wear.

Answer: Having money to cover the daily transactions of our customers obviously takes priority. However, subject to that, the privilege of cashing paychecks is offered to all ticket office employees.

Regarding the uniform, the standards are clearly specified in the Service Policy and Procedures Manual. The mandatory policy calls for navy blue trousers and navy blue ties only. Deviations from this are not allowed and supervisory personnel should take action to insure that ticket office employees are properly clothed.

Suggestions regarding changes or modifications in the ladies' uniform are being evaluated right now by the passenger services department.

Q: I'm a ticket seller in Pennsylvania Station, New York. One Saturday we had a breakdown of the air-conditioning system and ended up with some very uncomfortable working conditions.

How about some sort of summer uniform for us?

A: We are looking into a summer uniform option for ticket sellers along with the review of the entire uniform program mentioned in the previous Hot Line answer.

Q: I'm a conductor on the Conrail local from Wilmington to Philadelphia and one of my trains, No. 944, stops at Chester about 50 minutes before the *Chesapeake*.

I've gotten complaints from people

at Chester station that the *Chesapeake's* crew won't let them board. Why not?

A: Our timetable shows this train as a "discharge only" stop at Chester.

The problem is that the people who board there refuse to pay the Amtrak fare and expect us to honor Conrail tickets and Conrail off-peak fares.

Q: I'm calling about the "talk-a-phone" devices that have been put into the glass partitions at the ticket office here in Baltimore.

They don't work well. Some squeal, some give you feedback, others don't work at all, and one of them gives you an electrical shock when you touch it.

They get on everybody's nerves, ticket sellers and customers alike.

A: My understanding is that the speakers do leave a lot to be desired and are being repaired almost constantly. I'm told that the one that shocked people, however, has been fixed some time ago.

Baltimore station is supposed to be refurbished, as part of the NECIP program, and new—and better—devices will be acquired when this work takes place.

Q: I'm a lady usher at Pennsylvania Station, New York. As part of our uniform, we're required to wear a cap. The only problem is that they have been designed for men. When we put them on, they look awkward and they're just too big.

Can Amtrak come up with a cap for lady ushers, maybe something like women wear in the Army or the Navy?

A: At the present time, we're reviewing hats for both ushers and red caps to see if a new style cap is more feasible. We've gone out into the field, to the people who must wear them, to get their input before we make a final selection.

Q: I'm a reservations agent at Ben-

salem's CRO. A party called in the other day to tell us they found a reserved seat ticket. But, whoever had sold this ticket—in Rochester, New York—failed to put the passenger's telephone number into ARTS when they entered the reservation.

We run into this problem quite a lot also when we try to contact passengers regarding schedule changes or fare increases.

Could a memo, perhaps, go out to ticket offices instructing personnel there to put some kind of telephone number contact into ARTS so that we have a chance to help passengers in situations like this?

A: A notice has been sent to all station personnel telling them to enter a telephone number with every advance passenger reservation.

Q: I'm a ticket agent at Texarkana, Texas, and have a suggestion regarding prepaid order sales. Let's say that someone in New York sold a ticket from Texarkana to New York via a prepaid order. Our office is open during the night hours so when the person arrives to pick up the ticket it's sometimes quite difficult to call New York and find out if an order was, in fact, issued there and how it was paid for.

We should have a requirement that, whenever a reservation is entered in ARTS for a prepaid order, it show the prepaid order number and how it was paid. Then we at outlying points, who don't work during daylight hours, can find out through ARTS exactly what went on and can then issue the ticket.

A: Your suggestion has merit. We hope to incorporate this concept in the next publication of the Reservations and Ticketing Manual which is scheduled for publication on September 1.

Final implementation of your suggestion is pending coordination between the marketing, finance and passenger services departments.

Q: Why does it take so long to receive our Title V payments? We have some men here who haven't received

their money in over three months.

A: Claims for compensation had been progressed to payroll for payment on a 60 day cycle through December 1979.

Wage negotiations, in late 1978 and early 1979, resulted in lump sum payments for retroactive pay effective as far back as January 1, 1978. We are now calculating adjustments needed for claims processed during the retroactive period. This reexamination of about 9,000 claims must be done manually and this process will take several months to complete.

Unfortunately, this severely limits our ability to process claims submitted for the current months as long as that project is underway. We anticipate, however, that the adjusted claims for retroactive pay and claims through June 1980 should be processed to the payroll department by the end of August.

Q: Can you tell me when the *San Diegans* will begin stopping at Anaheim stadium? I've heard they were going to do this for years and it hasn't happened yet. We could get a lot of business serving this sports stadium especially since the Rams are moving there this fall.

We might even consider running special trains since there's a spur track there where the trains could lay over.

A: We haven't reached a conclusion yet whether Amtrak should invest in a facility at Anaheim.

Arguments against such a stop are that it would add additional running time to a route whose market is relatively speed conscious and that the location is relatively near two existing stops, namely Fullerton and Santa Ana.

We hope to have a decision on the matter within 90 days.

Q: I'm a ticket clerk at Riverbank, California. Our station needs some repairs badly. For one thing, it needs a new roof. During the winter months we use cans and buckets to catch the rain as it leaks through the roof. This is not only unsightly but hazardous.

Also, the restrooms need help. They're too small and inaccessible to the handicapped.

I've talked to my supervisor and he tells me they're waiting for capital improvement funds. Improvements like these should be top priority.

A: In April, members of our engineering department surveyed the Riverbank station, as well as other stations along the route of the *San Joaquin*. They recommended improvements for handicapped access at all stations as well as other improvements such as the roof you mention.

Caltrans may share in the cost of these improvements since this is a 403(b) route. The engineers are currently preparing cost estimates and a proposal will be submitted soon to Caltrans. We do not anticipate any major delays in getting the project moving.

Q: For many years now the Los Angeles CRO has had busy phone lines during the summer. Again, this year it's just terrible. Can't you please hire enough people to handle the calls so we're not deluged with them?

A: As you well know, a lot of our business is seasonal and that explains the huge increase in calls during the summer.

Within the limits of the facilities, budget and the ARTS system, every CRO is staffed to capacity right now so we do not plan to hire any additional people.

As information, for the second straight year, phone activity has exceeded our projections. We are handling more calls than at any time in our history. The number of calls handled in May at the five reservations offices was up to 26.2 per cent. By comparison, your Los Angeles CRO was up 70 per cent.

Q: In the timetable for the *Pioneer*, why don't they show Twin Falls in parentheses alongside the stop for Shoshone. Twin Falls is one of the more important cities in Idaho and it's only 29 miles from Shoshone.

A: Good idea. We'll implement

the suggestion in the August 3 timetable.

Q: When will Master Charge be incorporated into the ARTS system?

A: Not having Master Charge in ARTS is a problem. The reason MC is not presently automated in ARTS has to do with the non-uniformity of the various member bank numbers in relation to required system validity checks. Hopefully, by the time the next ARTS system is developed and implemented—in about two years—MasterCard—please note they're changing the name—will be included.

Q: I work in the Chicago res office and am at my wits end. What's going on with the delivery of Superliner cars? Also, what's going on with the *Empire Builder*? It was everybody's understanding that it was to remain

President's Hot Line

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

Personnel Hot Line

U.S.A. 800-424-5190
D.C. only 383-3636

Payroll Hot Line

U.S.A. 800-424-5067
D.C. only 383-3517

Payroll personnel will answer calls live during day shift hours, Monday through Friday. At all other times calls will be handled by an answering machine.

All Hot Lines are in operation
24 hours a day, 7 days a week.

Callers to the President's Hot Line can either identify themselves or remain anonymous. Personnel Hot Line callers, obviously, must identify themselves if they wish a reply to their questions.

Employees also have the option of writing instead of calling. Write the specific Hot Line you want. c/o Amtrak, 400 N. Capitol St., NW, Washington, D.C. 20001.

daily permanently once it went so in June. There's no line of communication between Washington and Chicago and the other reservations centers.

A: Because of the lack of funding for fiscal year 1981, the *Empire Builder* cannot operate daily as planned.

Superliner deliveries are regularly featured in *Dateline: Amtrak*, our ARTS news service.

Punch up CTY NEWS on your monitor in mid-afternoon on Tuesday and Thursday for the latest in news.

Q: I'm a Conrail fireman and work on Amtrak trains in the Northeast Corridor. Why are E60CP locomotives used when Amfleet is used in Metroliner service instead of the GG1, when the E60 has more speed restrictions on interlocking moves.

A: The GG1 does not have head-end-power capability and thus requires a power car which are in short supply. There also have been problems with failures of both the GGI and the power car when we operated both on the trains.

We analyzed the performance of an E60 with GG1 in such Metroliner service with a Train Performance Calculator. The test showed a difference on only three minutes in performance. The mechanical department recommends that we use the E60 in this service when AEM-7s are not available.

Q: The new ATS phone system is pretty bad. You can't hear a station 30 miles away.

A: After implementation of a new telephone system, like ATS, a three-to-four-month period of correction and refinement must be undergone.

Low audio volume on remote and off-network calls is the AT&T's main priority in our refinement process. The Washington-Philadelphia/New York circuits are presently being tested to insure that transmission, noise and volume goals are being met. After these are brought up to acceptable levels, there will be improvement over the system as each location is tested and improved.

Q: I'm on the Philadelphia division and want to know why I can't get safety sun glasses.

A: We've had safety sun glasses available for employees since September 1978. A notice has been posted reminding everyone that we have a catalog of available personal protective equipment. It includes these glasses.

Q: I'd like to see a jukebox on the *Silver Star* so we could have singing and dancing and make the train a disco train.

A: Our present capabilities with a 115 volt electrical system, which a jukebox would require, are marginal. However, the biggest draw back would be the vibration of the equipment which would cause the phonograph needle to skip grooves and ruin records. Under the present environment, a juke box on trains is not feasible at all.

Q: I work in a busy ticket office in the Northeast and we get a lot of requests from people to have us issue cash to them on their American Express credit cards. Hotels offer this service. Could it be possible for us to do the same?

A: American Express has no program which allows cash to be given to its card members and charged on their credit card. They do provide emergency funds to card members at their offices.

"Gold Card" members have extensive check cashing privileges at "Gold Card" participating banks.

American Express will not guarantee checks for cash to Amtrak as they do when card holders charge tickets.

Q: Why do we have blackout periods on excursion fares? It seems to me that we irritate a lot of people and lose customers when they show up expecting to pay a cheaper fare and we have to tell them that it isn't in effect during a particular holiday period.

Some of this misunderstanding is the fault of the res centers because I

personally called the toll-free number a couple of times asking for rate information. I specified that I would be traveling over the Memorial Day weekend and was quoted the discount rate every time. People show up at the ticket offices to buy a discount ticket and we have an impossible time explaining that they were quoted the wrong rates.

A: Discount fares are offered to attract passengers at times of low ridership. Offering discounts during peak periods is simply not good business.

We do try to make our blackout periods as uniformly applicable as possible to avoid confusion. We realize the difficulty in communicating these blackouts on occasion. But, they are necessary if we are to offer a revenue-effective discount program.

Our CRO managers have been asked to conduct training to present employees regarding excursion fares, with particular emphasis on blackout dates and their restrictions. Supervisors at the CROs have also been asked to pay particular attention to fare quotations when they monitor phone calls. This should reduce the problem.

Superliner Update

Amtrak received in June the last of 102 Superliner coaches that it had on order from Pullman Standard.

Completion of the coach order is expected to speed up delivery of the other types of Superliner cars.

Up to July 9, Amtrak had received 11 of the 39 diners ordered, nine of the 70 sleepers and 10 of the 48 coach/baggage cars.

The first Superliner sightseer/lounge car passed its sample car inspection in May and was sent to the Budd Company facility in Philadelphia for climate tests. Twenty-five of the sightseer/lounge cars are on order.

The sleeping car and diner that had been involved in the derailment near Glacier National Park have been repaired and returned to service.

Satellite Commissary Opens, Recycles Items Previously Lost

Amtrak's new satellite commissary in the basement of Chicago's Union Station was opened officially on Tuesday, May 20, in a ceremony led by Bill Grimmer, assistant vice president, field services.

The opening culminates a year-long program in Chicago to improve commissary control and accountability for train provisioning.

The new 1,700-square-foot facility, costing \$130,000, consists of an office, stripping and counting room, refrigerator and freezer.

The primary purpose of the mini-commissary is to control inbound food stripped from food service cars and to preserve perishable items within their expiration dates and temperature limits.

The new facility is expected to save money by recycling food that otherwise would be condemned. The very first day the new facility was in operation, over 600 sandwiches were recycled.

Since Amtrak train crews are released in the station, the food service cars are stripped there. With no refrigeration capability available before, many food items were condemned because they weren't brought under refrigeration quickly enough.

Now the story is entirely different.

A commissary worker meets each of 19 Turboliner, Amfleet and Superliner trains and strips their food service cars accompanied by the employee in charge or lead service attendant. Refrigerated items are checked for temperature and those that can be recycled are immediately put into a refrigerated cabinet that is towed by the electric haulster.

To pass the test, refrigerated items must be below 45 degrees, frozen foods below 15 degrees.

All of the stripped materials—refrigerated items, non-refrigerated items, liquor cabinets, et al—are then taken on the haulster to the satellite commissary accompanied by the em-

ployee in charge or lead service attendant.

In the commissary, a supervisor inventories the material, after again checking temperatures of the perishable items. The inventoried stock list is secured inside a locked blue bag and given to the attendant who takes it to the crew base for a sales audit prior to turning in the cash remittance for items sold.

In the commissary, in the meantime, salvaged refrigerated and frozen food articles are placed in the refrigerator/freezer while the other items are also returned to the shelves.

Reusable stock is repacked into modules and recycled back onto the Turboliners and select Amfleet trains.

Commissary workers also meet

(Right) Mike Belmont, commissary supervisor, goes over inventory list with Sam Azzo, lead service attendant. (Below) Earl Jones, commissary worker, checks dates on meals in walk-in freezer.



(Left) Fred Grogan, commissary worker, returns from track-side with food that has been stripped from an inbound train. Most of the items will be recycled for use on later trains.

other Amtrak trains, which are only partially stripped. These eight are long haul trains. Salvageable food is secured under refrigeration right on the train and stays aboard for the outbound trip.

The new system virtually eliminates any possibility for bad inventorying and auditing procedures. It also saves administrative crew and accounting time, and insures that Amtrak gets the proper amount of money due.

The concept is being expanded by providing increased refrigeration capability at New York, Oakland, Seattle and Washington for handling inbound food. Inbound inventorying and control of paper work and auditing has already been expanded to all locations systemwide.

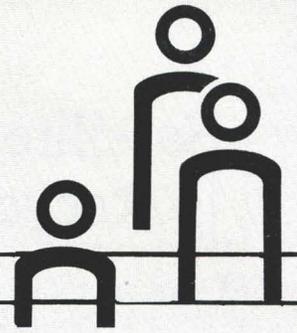


Affirmative Action Newsletter

Vol. 2 No. 2

Published Quarterly

July 1980



Sex Harassment Guidelines Issued

The Equal Employment Opportunity Commission recently issued interim guidelines on sexual harassment on the job to aid employers in understanding their responsibilities. Amtrak managers and employees needing more information on the federal law prohibiting sexual harassment should contact Amtrak's Affirmative Action Office at corporate headquarters.

Eleanor Holmes Norton, chairperson of the commission, said that the guidelines were necessary because, despite previous court rulings which support EEOC's position that sex-related intimidation in the workplace is sex-based discrimination, the practice still remains widespread.

The guidelines, Norton said, are meant to encourage employers to "affirmatively and convincingly inform their employees that sexual harassment is illegal and to take specific steps to prevent it."

The commission has long contended that sexual harassment, like racial intimidation, in employment generates a psychologically harmful atmosphere that inhibits performance on the job. Employers have a duty under Title VII to ensure that the work situation is free of discrimination in any form based on race, sex, color, religion or national origin.

Under the guidelines, an employer is responsible for the actions of its supervisory employees and, in some cases, for the acts of others when the employer or supervisory employee knows, or should have known, of the behavior.

The commission, in issuing the guidelines, emphasized that prevention is the best avenue for elimination of sexual harassment. It cautioned employers to take steps necessary to prevent such sexual harassment from oc-

curing.

Because this is a new area for EEOC attention, a very clear definition of

Networking Sessions For Women

Amtrak's women in management, like others moving up corporate ladders in private industry over the last decade, are increasingly networking with one another to build support systems to get their jobs done better. For years, working women were forced to rely almost totally on work relationships with men for information on how to succeed in their jobs. Now, as more and more women enter Amtrak's ranks of middle and upper management, women mentors and role models are becoming a reality.

The networking program at corporate headquarters is similar to what is happening in major corporations and government agencies. Several groups of women, from different departments holding different positions, meet regu-

larly for an hour to an hour-and-a-half during lunch once a month. The informal discussions revolve around developing new resources, refining job strategies and solving work-related problems. At each session, one member discusses her job and tells how it relates to the corporation's goals. Discussion is focused to be supportive in finding solutions to job problems that will benefit the department, the corporation and the individual women's career goals.

The networking sessions were established as a follow-up to the Women in Management program conducted throughout the country and jointly sponsored by the Affirmative Action Office and the Corporate Human Resource Development training staff.

Jobs For Visually Impaired

After working with personnel staff members in Los Angeles and Chicago, Dr. George Hayes, corporate medical director, has opened up opportunities to applicants with visual impairments who were previously disqualified.

Several recent applicants, who originally were diagnosed as visually impaired in pre-employment physicals in both cities, have now been successfully placed in jobs at Amtrak.

To better delineate the company's needs, Hayes performed on-site inspections of work locations in Los Angeles where some of the potential employees would be working. His visit determined the physical requirements of particular jobs. He also talked to supervisors about factors limiting affecting vision requirements and directed

that applicants be tested for their peripheral vision capability.

"We are stressing that visual examinations include peripheral vision as well as straight acuity," said Hayes. "This represents an increased emphasis on the ability of an individual to perform not only a particular job but to perform it safely in the environment where it will be done."

Job Opportunity Hot Line

No reason to miss out on job opportunities if your work site doesn't have a bulletin board!

Call Amtrak's nation-wide toll-free number for the latest personnel job listings — 800-424-5190.

Book Reviews

Amtrak, Trains and Travel: By Patrick Dorin, 184 pages, 8 1/2 by 11 inches, hard cover, \$15.95, Published by Superior Publishing Co., Box 1710, Seattle, Washington 98111. Book available at hobby shops, book stores or from publisher.

Lay a railroad subject in front of Dorin and he'll write a book about it. This is prolific Dorin's 12th book published by Superior. Dorin, who worked for several railroads during his earlier college years, is now working on his doctor's degree.

In this volume he sets out to tell Amtrak's story. A good place to start, obviously, is with the history of the company. He progresses to a motive power review and shows pictures of everything that pulled Amtrak trains from the earliest railroad-painted E units to the latest F40PHs.

There are also chapters on passenger cars, sleeping and dining cars, mail and express traffic, and the company's freight equipment. One chapter deals mostly with the work being done in the Northeast Corridor.

The book winds up with a gallery of Amtrak trains in action plus a chapter of "Summary and Conclusions." There, Dorin notes, regarding passenger train service, "A big job must be done if the United States is to avoid a real crisis. The time to start is now. The nation cannot wait much longer. Let us hope that sound thinking will prevail."

Penn Station, Its Tunnels and Side Rodders: By Fred Westing, 184 pages, 8 1/2 by 11, \$14.95, Superior Publishing Company, (See previous book's reference.)

This is an unusual book in that it really is two smaller volumes under one cover.

The forward half is a facsimile reprint of an old — 1912 published — treatise printed shortly after completion of New York's Pennsylvania Station.

The first section describes the

original station architecture and engineering details, including the river tunnels — under both the Hudson and East rivers — which were vital to the Pennsylvania Railroad's direct rail entrance to Manhattan. Remember, most railroads terminated on the west bank of the Hudson and passengers were ferried across.

The second part of the book, written by Westing, describes the electrification between Sunnyside yard, Long Island, and Manhattan Transfer, New Jersey, a distance of 13.66 miles. After Pennsylvania Station was officially opened at 12:01 a.m., Sunday, November 27, 1910, the Pennsy's ferry service across the Hudson was discontinued.

The side rodder locomotives Westing speaks of had a large motor mounted on the frame. This was connected to one of the locomotive's wheels by a drive rod, much like a steam locomotive. The rest of the wheels, in turn, were connected with the drive wheel by side rods.

Before the Pennsy's electrification from Harrisburg and Washington, each train's locomotive had to be changed at Manhattan Transfer from steam to electric for the run through the river tunnel. Four minutes were allotted to the process but the job was often done in two.

Steam Passenger Service Directory, 1980 Edition; 168 pages, 5 1/2 by 8 1/2, soft cover, \$4, Published by Empire State Railway Museum, P.O. Box 666, Middletown, New York 10940.

Amtrak Car and Locomotive Spotter, Fourth Edition; 122 pages, 4 by 7, soft cover, \$5.75, Published by Wayner Publications, Box 871, Ansonia Station, New York, New York 10023.

There is really nothing to review regarding either book. They're both good books but are simply updated, 1980 versions of what has been published before.

The passenger directory is the

premier guide to steam and trolley tourist operations in this country and Canada. A person taking a vacation who likes to look at and ride steam trains or streetcars should have one in his luggage.

Even if one's not going on vacation, it's a handy guide to have to see what is available in one's immediate territory. The book is enhanced with ads from rail-oriented merchants who offer books, post cards and a sundry supply of other railroadiana. One additional benefit: discount coupons for 30 of the attractions.

The car spotter lists all Amtrak equipment—cars and locomotives—in service as of April 1980.

After each Amtrak number is listed the former owning railroad and the specific number and name the locomotive or car had when it was acquired by Amtrak. Then follow any preceding names, numbers or owners back to the time of the equipment's construction.

Neither book is recommended for general bedtime reading, but both are excellent reference sources.

Amtrak Heritage: By John Taibi, 48 pages 11-by-8 1/2 horizontal format, paper cover, \$4.50, Published by Railroad Heritage Press, 424 W. 33rd St., 7th Floor, New York, New York 10001.

At only nine years of age, Amtrak certainly doesn't lay claim to a "heritage" as yet. The term is used because it is the key word tying together a series of similar picture books that the publisher is offering.

Amtrak Heritage sets no publishing worlds on fire but is a pleasant collection of photographs of Amtrak trains spanning the years from 1971 to 1977. There are plenty of pictures to satisfy most Amtrak fans and the reproduction of the photos is very good. If you want to look at electric locomotives, diesels, conventional equipment, Amfleet, Budd cars, et al, the \$4.50 is well spent.

Other books in the series include *Grand Trunk Heritage*, *Lackawanna Heritage* and *Baltimore and Ohio Heritage*.

Keeping Track Of Amtrak

Philly Health Checks

Approximately 700 health conscious Amtrak employees and passengers took advantage of free medical tests conducted at 30th Street Station, Philadelphia, on May 14 during National Hospital Week.

This was the third time in four years that the nursing staff of Presbyterian-University of Pennsylvania Medical Center conducted the testing in the main waiting area of the station.

Originally begun as a three-hour program just to test blood pressure, the program has expanded into a full-day operation of blood pressure and visual acuity tests as well as demonstrations of cardiopulmonary resuscitation.

Tom Kennedy, regional director, passenger services, and his staff, as well as employees from General Superintendent John Piet's office helped the medical staff.

Pass Travel Request

All pass travelers are urged to pick up their tickets at stations at least 30 minutes before train time. The request is made so ticket agents can more easily accommodate full revenue paying passengers who might arrive late.

Amtrak employees are also encour-

aged to use Pass Exchange Checks for unreserved travel thus eliminating the need for tickets and the standing in line to get them.

Pass riders on reserved trains will be advised by reservations and ticket offices when to pick up their tickets.

Need A Shirt?

Applications are now available at system crew bases for women's white shirts at special prices. The authorized Van Heusen "Classic" shirt is available at \$8.55 for long sleeves; \$7.85 for short sleeves.

Sizes, for the blended polyester and combed cotton broadcloth shirt, range from six to 18. The shirts can be purchased with Visa, American Express or Master Charge credit cards or personal check.

Men's shirts are also still available and order forms for their purchase are also at crew bases. Prices for men's shirts are \$7.35 for long sleeves; \$7 for short.

Although the shirts are primarily designed for on-board services personnel, any Amtrak employee can purchase them at this special price.

Order blanks have also been sent to district supervisors who should distribute them to stations. Employees having difficulty finding order forms should contact Charlie Sutter at Am-

trak's uniform program office, Washington, (8) 733-2368.

Amtrak Romance

Joanne Herko, of New York, has written the public affairs department to tell of her approaching marriage. What makes the upcoming ceremony unique is that if she hadn't been aboard an Amtrak train at exactly the right time, she would never have met her husband-to-be.

Writes Herko, "Last October I went to Philadelphia via Amtrak which was my first trip on this train.

"I bought a book to read with the idea that it would prevent or deter whoever sat next to me from any conversation. I'm not unsociable but have run into many 'characters' in my travels.

"After leaving Pennsylvania Station, a man sat down next to me — I didn't even look up — and asked, 'Are you a manager?' He had obviously noticed the title of my book, *The Managerial Woman*.

"Rather than be rude, I looked up and said, 'of sorts.' That was the start of a lovely conversation and we made arrangements to see each other again."

The couple now plans to be married and hopes to do this aboard an Amtrak train between New York and Princeton Junction, where the future husband was heading when the couple first met.

Herko now sports a miniature Amtrak locomotive mounted on a plaque on her desk. A bronze plate on it is inscribed, "Are You a Manager?"

Super Commuter "Retires"

Amtrak lost a "super commuter" early this summer when Terry Will, of New York, finished her studies at Hahnemann Medical College in Philadelphia.

For the past four years, Will took an early morning train to Philadelphia at least three times a week.

The commuting cost her an estimated \$12,000 and on her last homeward trip to New York, after finishing her studies, she received

Extend Michigan Train To Toledo

Amtrak will begin providing through service from Chicago, via Detroit, to Toledo, Ohio, as of August 3.

The service will be provided by modifying the schedule of the *Saint Clair* and extending it through to Toledo. The train will also be renamed the *Lake Cities*. Turboliner equipment will be used and there will be a convenient, cross-platform connection—to and from the east coast—with the *Lake Shore Limited* at Toledo.

The new service fulfills a commitment that Amtrak President Alan

Boyd made last year to reestablish rail service between Detroit and the eastern seaboard. The additional cost of extending the train from Detroit to Toledo is expected to be matched by an increase in revenue from the larger market the train will serve.

With the cooperation of the state of Michigan and local communities along the route, Amtrak is working to raise the relatively slow scheduled operating speed of the train between Detroit and Toledo. Hopefully, the running speeds can be increased in the future.

some VIP treatment courtesy of Amtrak.

Her husband, Geoffrey, came down for the occasion and both were treated to Metroclub seats where they sipped some complimentary champagne on the way to New York.

Flag Pole Dedicated

The country's National Transportation Week was highlighted in Minneapolis-St. Paul by a "Railroad Day," during which a new flag and pole, purchased by Amtrak employees working in the Twin Cities, was dedicated at the station.

Present at the ceremony, on May 17, were Duane Johnson, district manager; Pat Moore, district supervisor; Al Kaletta, regional sales director; station and local employees and members of American Legion Post 39's color guard. Music was provided by the Burlington Northern band.

After Kaletta's dedication speech, the American Legion members officially raised the flag for the first time.

Over 1,500 persons came down to the station to view various types of passenger and freight equipment on display. Included were a Superliner, Amfleet cars, a Northern Transportation Company bus, modern Burlington Northern freight cars, plus an old-fashioned Northern Pacific triple-combine car, a two-man rail inspection car and a vintage two-man hand-pumped track car.

May Safety Figures

Philadelphia led the nine divisions in standings of the president's safety contest for the month of May with a 3.4 safety ratio.

In the shops category, Wilmington was way out in front of the other three locations with a 5.7 ratio.

Ten mechanical facilities went through the month with no injuries thus earning the coveted zero figure. These were 8th Street in Los Angeles, Minneapolis, Brighton Park, Detroit, Kansas City, St. Louis, Dallas-Fort Worth, Houston, Niagara Falls and Philadelphia.

For the year to date, St. Louis leads

the divisions with 2.6; Wilmington leads the shops with 8.0; and five mechanical facilities — Minneapolis, Kansas City, Dallas-Fort Worth, Houston and Niagara Falls — continue their injury-free record maintaining their zero ratios.

Summer Guidelines

As a result of hiring additional employees and installing extra phone lines, Amtrak's five reservations centers are better able to handle the extra volume of calls during this year's peak summer travel period, but there still are times when people will have trouble getting into the system.

Amtrak employees can help alleviate the problem by suggesting to their friends that they:

- Avoid calling during peak hours, which are 9 a.m. to 2:30 p.m., and 5 to 9 p.m., Monday through Friday.
- Go directly to an Amtrak station or city ticket office to buy tickets.
- Use a travel agent whenever possible to make reservations or buy tickets.

Air Conditioning Dies, Work Continues

Employees at the Los Angeles reservations center performed their duties under some extremely difficult circumstances in late June when power supplying the building's air conditioning system failed from noon, Wednesday, June 25, to 9 p.m., Friday, June 28.

The office remained open, despite outside temperatures that hovered in the mid-90s and inside temperatures well above 100, because of the determination of the employees who work there.

As they answered telephones, employees were provided free cold drinks, ice cream, coffee, tea, milk, doughnuts and sweet rolls. All were also allowed an extra half hour for lunch so they could get to an air conditioned restaurant to relax.

Roy Nyquist, manager of the reservations bureau, praised his employees. "We're proud of this office and the people who work here. When the chips were down, everyone co-

• In the Northeast Corridor make use of the 175 Ticketron outlets to buy tickets for unreserved travel between Washington and Boston.

Minority Business Contracts

Roland H. Jones, Amtrak's director for minority business development, reports that, by the end of April, contracts amounting to over \$27 million were awarded to minority and women-owned firms. "In view of the increasing level of activity, especially in the Northeast Corridor," he said, "it seems that our investment in minority firms will again surpass our goal which is \$31 million for this fiscal year."

During last fiscal year, Amtrak set a \$25 million goal and subsequently awarded over \$28 million in contracts to minority firms throughout the United States.

Last year, 11,091 minority firms were solicited with a total of 5,971 contracts awarded to minority enterprises in 24 states.

operated—employees, union representatives and management—in an Amtrak team effort to provide uninterrupted service to the public under some very adverse conditions. They sure did a great job."

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

400 N. Capitol St., NW,
Washington, D.C. 20001



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.

Adirondack To Continue; New York, Amtrak Sign Agreement

After lengthy negotiations, Amtrak and the state of New York announced on Friday, June 20, an agreement that will permit continued operation of the *Adirondack*.

Amtrak had previously announced that the jointly-funded service would have to end after August 2 because of the state's reluctance to continue financing it on a 403(b) basis. The new agreement insures that there would be no break in *Adirondack* service.

Under federal law, the train, which is outside Amtrak's basic system, can be operated only if the state agrees to cover 50 per cent of its operating deficit. New York's share of the 1981 deficit was projected to be \$888,000.

The new agreement took place July 1 and under the compromise plan, New York will help fund that section of the *Adirondack's* run between Albany and Montreal. As of August 3, Amtrak will modify its schedule of service between Albany and New

York to accommodate this change but direct service between New York City and Montreal will continue.

The cost for the new arrangement to New York State will not exceed \$574,000.

The agreement also calls for the use of Amfleet equipment on the train permitting more flexibility in adjusting to passenger demands by addition or subtraction of cars from the basic consist.

TV, Radio Commercial Record Enclosed

Enclosed with this copy of *Amtrak News* is a "floppy" record that features three versions of Amtrak's current jingle used in radio and television commercials promoting Amtrak.

The special record contains a brief introduction from Amtrak President Alan Boyd and three different versions of the "America is getting into training" song; "pop," country and western and Spanish.

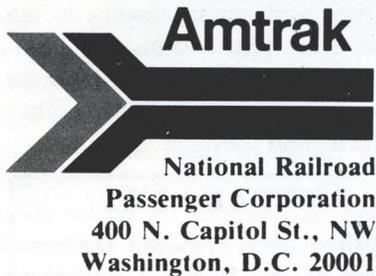
The purpose of the 45 rpm recording is to let any Amtrak employees who may have missed the theme hear it as well as having it be a practical souvenir of Amtrak's latest advertising effort.

Says Boyd, "With some help from the energy crisis, Amtrak is now attracting more support and passengers than ever before.

"I want every one of our employees to be as proud of Amtrak and as excited about its future as I am. I want them to be involved."

The record is the culmination of an idea by Carole Foryst, vice president, public affairs, with the help and cooperation of the advertising and sales promotion department.

(*Amtrak News* uses two mailing lists. The record is being mailed only to employees.).



Bulk Rate
U.S. POSTAGE
PAID
Permit 1911
Merrifield, VA