

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

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Thousands Crowd Stations To See Pioneer Inaugural Run

Despite temperatures in the mid-90s, thousands of persons thronged to Amtrak stations to watch the *Pioneer*, the new Seattle-Salt Lake City train, roll into their cities on its inaugural run.

The press-public preview train trip took three days, June 4-6, to permit persons at all of the train's stops to climb aboard and inspect the new Amfleet equipment that has been assigned to the run.

Overnight layovers were made at La Grande, Oregon, and Boise, Idaho.

Ceremonial stops were made at Hood River, The Dalles, Hinkle, Pendleton, La Grande, Baker and Ontario, Oregon; Nampa, Boise, Mountain Home, Shoshone and Pocatello, Idaho; and Brigham City, Ogden and Salt Lake City, Utah.

No stops were made between Seattle and Portland since that sec-

tion of the route already has passenger train service.

Riding aboard the special train were members of the press and state and local political and transportation officials.

Prominent among the political figures were Senator Frank Church and Governor John V. Evans, of Idaho, who rode from Ontario to Pocatello; and Governor Scott M. Matheson, of Utah, who rode from Brigham City to Salt Lake City. All greeted the crowds at the various station stops.

Senator Warren Magnuson, of Washington, spoke at the official dedication ceremony in Seattle. His wife, Germaine, smashed the traditional bottle of champagne over the rear car's coupler to officially christen the train.

Said Magnuson to the Seattle audience, "Congress will continue to

support a revival of railroad passenger service because energy-short America needs such mass transit."

He also predicted, "There is des-



Mrs. Magnuson christens the *Pioneer* with a bottle of champagne.



Amtrak President Paul Reistrup addresses the crowd at Boise, Idaho, on the second day of the inaugural run.

tined to be more and more travel on the energy efficient trains.”

Crowds jammed the station platforms all along the route to hear the speakers and listen to the band music.

After each ceremony the cars were open for inspection by the public. Inside the cars, visitors viewed the comfortable Amcoach seats, the food service center and samples of Amtrak meals.

Largest crowds were at Boise where 3,500 persons walked through the cars and at Pendleton where 3,000 came out to see the train.

At a few locations crowds were so large the train was delayed in leaving the city. Time, however, was made up in each case and the train arrived “on time” at each point.

Major spokesman for Amtrak at ceremonies between Seattle and Nampa was Harold Graham, vice president for service planning. At Nampa, Amtrak President Paul Reistrup boarded the train and took over the official host duties.

Also riding aboard were Mrs. Mary Head, vice chairman of Amtrak’s Board of Directors, and Joe MacDonald, Board member.

Music at the various stations

ranged from high school bands at Pendleton, Nampa, Pocatello and Brigham City to a three-piece western dance band at Hinkle to the Idaho Ol’ Time Fiddlers at Pocatello to a Senior Citizens’ band at Baker to the Union Pacific Railroad band at Ogden.

Spirit along the route was one of greeting a long lost friend. The route lost its passenger trains, the *Portland Rose* and the *City of Portland*, in May 1971. The route had not been one of the many chosen by the Secretary of Transportation and the Amtrak incorporators for passenger service and hence lost its trains when Amtrak went into operation.

The *Pioneer*, which began regular service in both directions on June 7, is equipped with Amcoaches and an Amdinette. The special inaugural train consisted of two F40PH locomotives, two Amdinettes and four Amcoaches.

Amtrak President Reistrup revealed on the inaugural trip that a sleeping car will be assigned to the train later this year when cars — converted from steam to electrical heat and thus compatible with Amfleet — become available.

While the train overnights at La Grande, the Baker and La Grande

chambers of commerce jointly sponsored a reception for Amtrak personnel working the train.

Also while in La Grande, the train was washed by members of the city’s high school wrestling team. Since there were no contractors in the city that could do the job, the washing “contract” was offered the students. They accepted and did the job with brushes and buckets. The money they earned will be spent on summer camp.

The inaugural train was picketed at several stops by Greyhound personnel. One of the pickets at Boise told a reporter that “We object to the federal subsidy to this train.”

Senator Church took note of that and told the crowd at one point, “I have nothing against the bus companies, but I don’t think this train is going to hurt them at all.

“But, when they complain about the subsidy to Amtrak, they overlook the fact that the biggest subsidy we pay out today is the one the public puts in highways that the buses use and the trucks use.

“Let’s not forget that!”

The crowd responded with loud applause.

Church continued, “I believe we’ll find that this rail transportation supplements the buses, supplements the airplanes and brings Idaho back where we’re part of the country again, served by a national rail passenger system as the people of other states have been served.”

Did he personally like the train ride?

Church told the crowds at every stop, “It’s a modern, wonderful, comfortable train. It runs in all kinds of weather, in sunshine and in fog. It’s a good ride for the price.”

He also noted, “I’d almost forgotten how nice it is to see the landscape, to see the communities, to have contact with the country you’re riding through.”

At Nampa, before some 2,000 onlookers, Governor Evans said, “It’s a great pleasure for me to welcome Amtrak to Idaho.



On-board crew working the inaugural special included, left to right, Gary Erford, on-board inspector, San Francisco; Jim Wong, attendant; Willie Jenkins, employee in charge; Starla Berentsen, attendant; Donald Bryan, employee in charge; Charles Larrabee, attendant; Joe Broussard, regional instructor, Western region; and Jim Burton, manager, on-board services, Seattle.

More Inaugural Pictures On Pages 4-5

"As the train begins service, I want to remind each Idahoan that it depends on his or her support. The need for passenger service for some of our areas is critical.

"For many, this train can and will tie the state of Idaho together and bring together friends and family. But for it to succeed, it must have your support and patronage. I urge all Idahoans to get into the habit of riding the train again and to use it frequently in their travels."

Governor Matheson said he hoped the new route would become a permanent part of the Amtrak system.

He also suggested that Amtrak consider, sometime in the future, a Salt Lake City-Los Angeles train.

Whether or not the train does become a permanent part of Amtrak's system depends on how well the people support it. The train is designated as a two-year experimental route. At the end of that time, it will be examined and a decision made as to whether it does or does not meet the route criteria standards.

Editorials in papers along the route pointed this out to their readers.

Said the Boise *Statesman*, "Amtrak has accommodated Idaho. Now it's time for Idahoans to show it was worth the trouble. The next trip, consider the train."

Wrote the Ogden *Standard Examiner*, "The future of railroad passenger service through Ogden, as

in all United States cities, is squarely up to the rail travelers. If enough patronize the train, it will continue."

The *Idaho State Journal*, of Pocatello, told its readers, "We now have assurance of at least two years of Amtrak service. We hope it will be much longer than that."

If the crowds that greeted the train are an accurate indicator, its future bodes well. Said Reistrup at the end of the tour, "It's the best inaugural run I've seen."

Train commander for the run was Bruce Heard, manager, on board service. The on-board service crew consisted of Donald F. Bryan and Willie Jenkins, employees in charge; and Starla Berentsen, James Wong and Charles Larrabee, on-board service attendants. All five are based in Seattle.

Convert Sleepers To Operate With Amfleet Cars

At its May 26th meeting, Amtrak's Board of Directors approved a \$2.75 million program to convert 25 conventional sleeping cars to make them compatible with the all-electric Amfleet cars.

Work will consist of removing the steam heating system, the axle-driven generators and associated equipment and replace them with an all-electric heat and air-conditioning system.

The cars will be used on three trains already operating with Amfleet equipment; the Washington-Boston *Night Owl*, the Washington-Chicago *James Whitcomb Riley*, and the Chicago-New Orleans *Panama Limited*, plus the Washington-Montreal *Montrealer*, which is scheduled to be Amfleeted sometime in the future.

The *Night Owl* has been using Amfleet cars for sometime now but carrying a steam generator car to power the one sleeping car in its consist. The *Riley* and *Panama* have been equipped with Amfleet cars since last winter's damage had "bad ordered" so many of Amtrak's conventional cars. There were not enough steam generator cars available to use con-

ventional sleepers along with the Amfleet on these trains so the trains have been operating, in the interim, without sleeping cars. The new converted sleeping cars will alleviate the problem.

Cars chosen for the conversion

program will be from a series of Budd-built stainless steel cars. Two cars had been converted earlier to test the feasibility of such a project.

The entire fleet of 25 cars should be available for use on the trains by the end of the year.

Frayer Top April Salesman

Fred R. Frayer, senior sales representative, Cleveland, has been honored as Amtrak's "Salesman of the Month" for April.

In addition to handling over \$25,000 in group business from ten travel agencies, Frayer's accomplishments include:

- Appearing as featured speaker at the Ohio Association of Railroad Passengers' annual meeting in Columbus.

- Arranging for station WTOL-TV in Toledo to ride and film the *Lake Shore Limited* in preparation for a 30 minute show titled "All About Amtrak,"

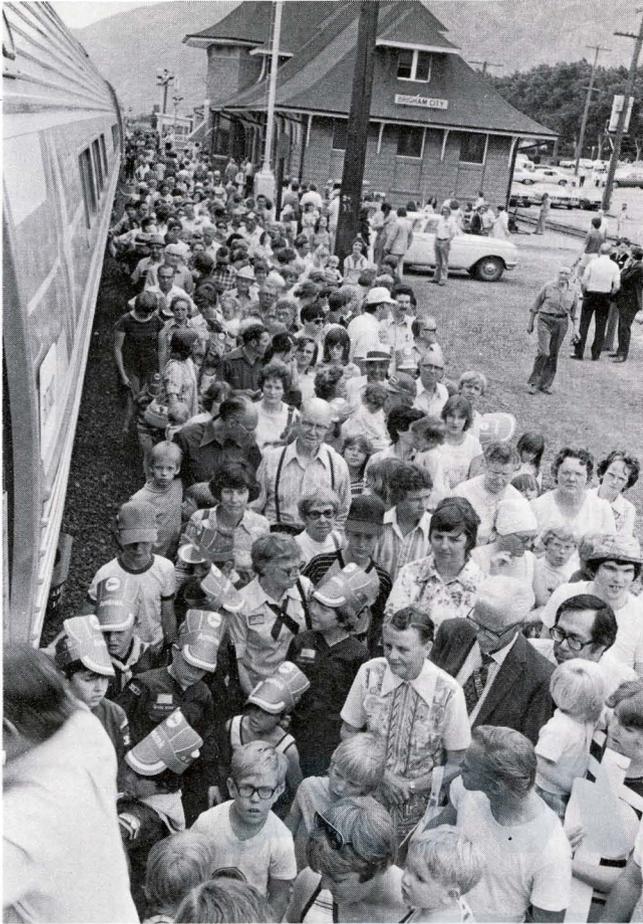
- Attracting eight additional on-the-spot enrollments in the Tiffin Auto Club's "Springtime in the

Rockies" promotion, following his appearance as featured speaker at the club's travel show, and

- Selling the Alcorn State Alumni Club on a tour to New York in June for a total revenue of \$1,710.

Frayer joined the Amtrak sales force in February 1976 after working for 10 years as vice president of Wayfarer Group Travel, of Cincinnati, where he organized rail tour programs on a nationwide basis and helped establish Wayfarer as a dominant force in group rail travel. Prior to that, he was district sales manager for the Northern Pacific railroad in New York City. He also taught a rail course for New York's ASTA School for several years.

Pioneer Inaugural Run Brings Out The People



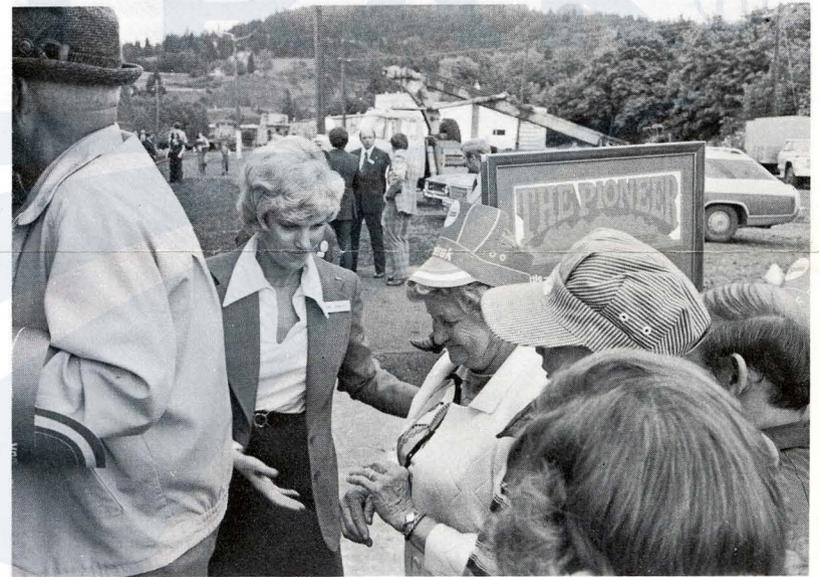
Crowds line up at Brigham City to view the train.



Shoshone townspeople walk through the Amdinette.



Inaugural Special enters Bear River canyon, just north of Brigham City.



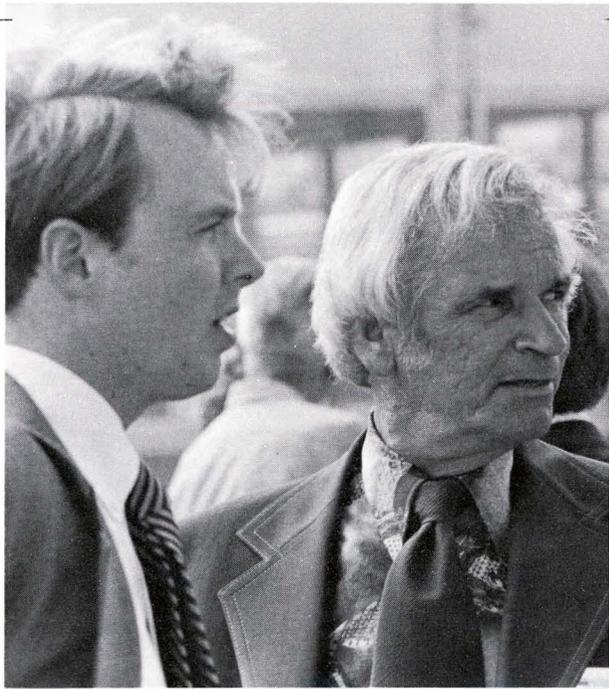
Peach Tetz, station supervisor, Seattle, helps people board at Hood River.



At Shoshone, speakers include, left to right, Governor Evans, Mrs. Church, Amtrak President Reistrup, Senator Church, Amtrak Board Member Joseph MacDonald, and Board Vice Chairman Mary Head.



Bruce Heard, train commander, and Lou Maxberry, regional director, national operations, San Francisco, view crowds at The Dalles.



Large crowds, such as at Nampa, greeted the train at all stops.



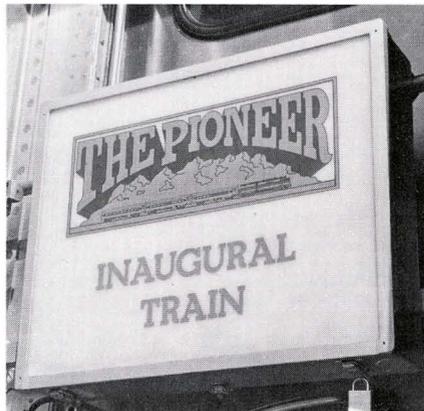
One of the "Jolly Senioresses," of Baker, toots her horn for the Pioneer.



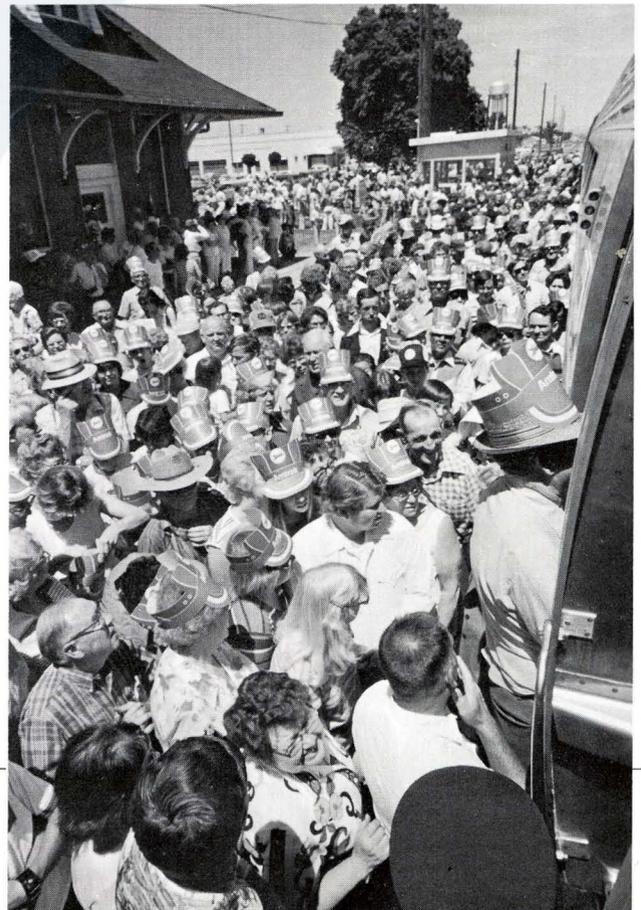
The "Ol' Time Fiddlers" entertain at Pocatello.



Senator Magnuson speaks at Seattle.



Viewing the train was the most popular activity at Ontario on Inaugural day.



On-board Service Department Reorganized, Future Plans Outlined

Amtrak's on-board service department has undergone a major change in management, concept and approach to employees in the field. Its new director, H. Rex Holland, hopes the new organization will quickly boost morale and bring long-needed changes in an area where passengers deal with Amtrak employees on a one-to-one basis.

Holland's philosophy is simple. He says, "The headquarters staff, in actual fact, will be working for the field organization. It will rely on direct communication with field managers and employees and use their input to improve the facilities and working conditions on board our trains."

Holland is realistic. "There is no way that a headquarters group, whatever size it may become, can remain fully abreast of all the individuals and operating details throughout every region in the country. So my staff will be working closely with the regions to develop solutions to our problems. We want to be visible, we want interaction with the field, and we want the people out there to believe us when we say we care what they think and what their problems are.

"Regions will now plan their own menus and work with us on all im-

provements. The job of the headquarters staff will be to coordinate the improvements for standardization, quality control, variety, all with a view to catering to regional tastes and preferences."

Holland is fully aware that many employees feel ignored or misunderstood by headquarters management. "My first determined effort," he points out, "is going to be to put that feeling to rest, once and for all. Bad morale means bad working conditions. We're going to deal with specific problems and solve them one by one."

Along with changes in management, which were designed to support more effectively the on-board service employees, are coming other changes that will directly address some employee grievances of the past.

The new bi-level equipment, going into service this year, will pleasantly surprise employees used to working on the older equipment. High quality of the new cars will make working conditions much more pleasant. One example? The bi-levels are designed so service attendants will sleep right in the bi-level sleepers, rather than in dormitory cars.

New uniforms, designed with direct input from the people in the field, are

coming in the near future. They will be much more attractive and professional looking than the old ones. Stewards are already being fitted for their uniforms which are being phased in at the present time.

Sub-standard hotel accommodations used by crews away from home will be changed. All accommodations will also be inspected regularly to insure that they meet standards that crew members have a right to expect.

Food on the new equipment will be improved so attendants can have pride in the level of food service they provide.

Menus will become more "regionalized" beginning this winter. Those will be developed from a series of regional meetings that are aimed at providing food items that most please the passengers.

Service attendants will receive new, and more clear and concise, service manuals defining the duties and responsibilities for each craft.

Other changes? There will be an increased emphasis on promotion from within the ranks. Plans are also underway to decide where new commissaries might be built or opened to eliminate one of the greatest complaints, namely improper or late stocking and missing items.

The success of assigning two full-time service supervisors to the *Montrealer* will be expanded and similar supervisors will be assigned to other trains in the Eastern region. Employees working aboard those trains will have a person to whom they can go when problems occur.

"We want the people out in the field to understand that we mean business," Holland says. "The job they perform is absolutely critical to Amtrak's success and the problems they have are very real. We mean to ensure that they have the best training, the best equipment and the full support of my staff to do a damn good job."

Hilltopper Begins Service

Amtrak's new *Hilltopper*, linking Washington with Richmond, Petersburg, Roanoke, southern West Virginia and Tri-State Station in Catlettsburg, Kentucky, began service on June 1.

A connecting bus service is available between Amtrak stations in Norfolk and Suffolk, Virginia, and Petersburg, to permit Tidewater residents, formerly served by the *Mountaineer*, to connect with the *Hilltopper* for travel to both western and northern points.

A ticket agent will be on duty in Norfolk from 10:15 a.m. to 7:15 p.m. for a 30-day trial period to determine the volume of ticket sales generated. The station in Suffolk will not be staffed but passengers riding the bus will be ticketed in Petersburg.

Amtrak has doubled the number of trains — from six to 12 — in the Washington-Richmond corridor in the last year through the addition of the *Hilltopper*, the New York-Newport News *Colonial* and the New York-Savannah *Palmetto*.

On-board Managers Named

In the reorganization of the on-board service department, five managers, four of them new, will report to Holland. They are:

Bruce Heard, as manager, on-board service, will establish levels of service standards and provide the policies, procedures and manuals for all on-board activities and personnel. Heard will also participate in determining training requirements for new employees and will coordinate training schedules on new equipment or newly configured service areas to be used with the new all-electric fleet. Important to field personnel is the fact that he will also provide them with technical advice and assistance and will follow the service facilities.

John Chambers, as manager, support methods, will continue his former responsibilities for commissary operations, revenue and inventory control but will focus more attention on the coordination of outside caterers. Two areas where he will concentrate efforts are in proper train stocking and development of better

commissary and coordinated caterer operations.

Ernie Tosi, as acting manager of food and beverage planning, will develop food, beverage and equipment standards. He will work with field personnel to develop the new "regionalized" menus, new recipes and improved products. He will also develop specifications for food and beverages as well as determining pricing levels.

Lew Jackson, continues as manager of crew scheduling. He is responsible for all on-board crew scheduling and planning, developing crew base standards and future crew requirements, and corporate policies consistent with employee contract provisions.

Austin Noll, as manager of sanitation and quality assurance, will be responsible for identifying and eliminating health hazards on trains, conducting sanitation programs, inspecting on a regular basis all Amtrak facilities and work environments for safe operations, and reviewing inspection reports.



On-board service managers go to the design department to find out about bi-levels. Director Rex Holland, seated, listens to Senior Designer Martha Whitaker explain seat details. Standing, left to right, are Lew Jackson, Ernie Tosi, John Chambers and Bruce Heard.

Free Kiddy Rides

Children between two and 11 years of age will be able to ride an Amtrak train free, from selected cities between June 1 and November 30, if an adult accompanies them.

The free kiddy ride is an experiment to help acquaint families with Amtrak service and will be tested in nine Amtrak markets; Albany-Rensselaer, Seattle, Houston, Dallas, Fort Worth, Louisville, Nashville, Cincinnati and Washington, D.C.

To qualify for the free children's tickets, rail travel must originate from the selected Amtrak stations but it can extend to any destination. An official Amtrak "Free Kiddy Ride" coupon must be presented and an adult paying full regular fare must accompany each child.

The coupons have appeared in advertisements in newspapers on May 31 in the participating areas. Each coupon is valid for one free kiddy ride when accompanied by an adult paying full fare.

Additional children, two to 11, may travel along for the regular half fare and children under two continue to ride free.

The special children's tickets are effective for daily rail service except during the following holiday periods; July 1-4, September 2-5, October 7-10, October 21-24, and November 23-27.

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New Stewards' Uniforms

Feature Style And Comfort

Dining car stewards will soon be donning bright new "Amtrak Blue" uniforms designed to look and wear better than the old two-piece red suits they replace.

The new polyester uniforms will feature blue tailored jackets with rounded collars and two silver Amtrak logo buttons and matching flared, cuffless trousers.

Jackets will be worn over white

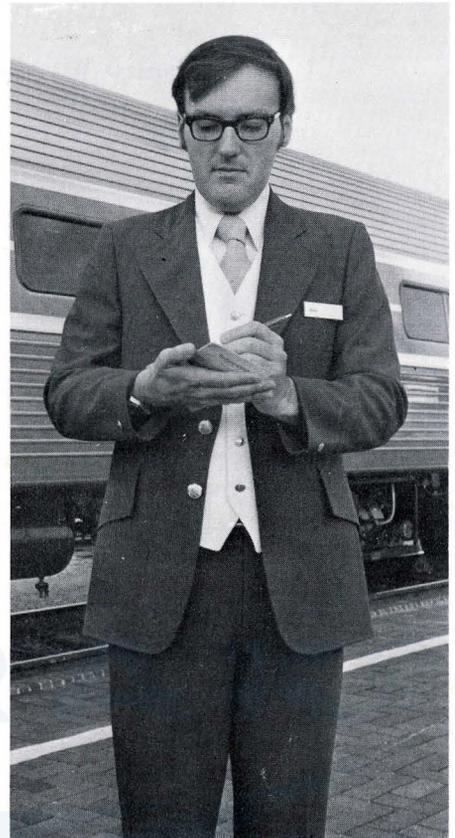
traditionally-styled vests that have three double-piped pockets sewn into each front. The pockets are trimmed in matching blue and the vests feature five logo buttons.

First vests will be of polyester with satin linings, but future orders will be in oxford cloth, making them machine washable.

The uniforms will be completed with matching blue neckties and white shirts.

Stewards, who will purchase the new uniforms on a 50-50 shared cost basis with Amtrak, are now being fitted. First deliveries are expected soon.

Conversion to the new stewards uniforms is the first phase of an ongoing program for re-outfitting all on-board service personnel in new uniforms. That will occur later this year to coincide with the introduction of the new bi-level Superliner cars.



Charles Sutter, administrator, uniform program, models the new stewards' uniform.

Daily To Laredo

Beginning June 15, Amtrak's *Inter-American* began operating daily all the way from Chicago to Laredo, Texas, on the Mexican border.

The formerly tri-weekly train was changed to a daily one between Chicago and Fort Worth last October 31, but had remained as a tri-weekly one between Fort Worth and Laredo.

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