

Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Vol. 2, No. 5

March 1, 1975

Passengers, Revenues Up in 1974

Amtrak has reported to Congress in its annual report for 1974 that the company carried more passengers and had higher earned revenues than during any year since it was founded in 1971. In reviewing a year marked by important accomplishments in virtually all areas of company activity, Amtrak President Roger Lewis singled out several developments that merited particular notice:

- On-time train performance as measured by the Interstate Commerce Commission standard improved substantially, even in the face of increased demand. Nationwide on-time performance increased from an average of 61.7 percent to 75.3 percent during 1974.

- Amtrak's nationwide ticketing and reservation system was completed in 1974, enabling our ticketing and reservations personnel to provide a far better service than ever before. Without this system our daily call capacity

in the summer of 1973 was 50,000. By last summer we were able to handle as many as 78,000 calls a day, with a higher degree of efficiency.

- The organizing and staffing of Amtrak's headquarters, which had continued throughout 1973 and into 1974, was tested and proved entirely sound during the period of unusual demand created by the energy crisis.

- On the operations side, more than 3,000 jobs previously performed by employees of the contracting railroads were transferred to the direct control of Amtrak. Henceforth, all service functions on board the trains, all commissary functions, all reservation functions, all revenue accounting functions and most station service functions will be discharged by Amtrak's own personnel. In implementation of this important development, ten labor contracts have been concluded on behalf of 7,743 Amtrak employees.



- Undoubtedly the most significant administrative accomplishment during the year was renegotiation of the cost reimbursement and service provisions of the operating contracts with most of the participating railroads. The new contracts establish fixed rates for major cost areas, and, most significantly, tie compensation to the quality of service provided. Under this arrangement the con-

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Train Times Change With Daylight Savings

Amtrak changed to Daylight Savings Time along with most of the nation on Feb. 23. The exceptions are in Arizona, Indiana and Michigan, states that did not change to the new time. Mexico does not observe Daylight Savings Time and Canada does not change time until April 27.

In Arizona, Trains 1 and 2, the Sunset Limited, and 3 and 4, the Southwest Limited, now operate one hour

earlier as a result of the time change.

In all Indiana cities except Gary, which observes Central Daylight Time, Amtrak trains now operate one hour earlier.

In Michigan, Amtrak's Chicago-Detroit trains, the St. Clair and Wolverine, operate one hour earlier. The schedule of the Detroit-Jackson train, the Michigan Executive, will not change. However, the Chicago-Port Huron train, the Blue Water,

will be affected both by the time change in Michigan (one hour earlier at Michigan points) and by changes at intermediate stops to reflect a faster schedule. Passengers should consult Feb. 23 timetables or Amtrak agents.

In Canada, Amtrak's Montrealer and Adirondack will operate an hour early until April 27. Amtrak's Seattle-Vancouver train, the Pacific International, also operates on a new schedule southbound (see new schedules).

Keeping Track

of Amtrak



Emergency Met

Amtrak has been commended by Donald W. Denny of the Delaware Valley Transplant Program for "making possible the emergency transportation" of a human kidney from Philadelphia to the New York Regional Transplant Program. In a letter of praise to George P. Johnson, Duty Manager at 30th Street Station, Denny said, "Your assistance in arranging for transportation on short notice made possible the speedy delivery of necessary specimens and the subsequent utilization of the kidney for life-saving transplantation."

Brides, Grooms and Amtrak

The June-July issue of *Bride's Magazine* will carry an article suggesting that Amtrak is a good way to go on a honeymoon. Trousseau fashions were photographed recently on an Amtrak sleeping car in New York's Penn Station and will be used to illustrate the story. Written by Travel Editor Marcia Vickery, the article will list Amtrak tours which would appeal to honeymooners.

Drawing Rooms to Bedrooms

Agents are reminded by Myron Humphrey, Manager-Agency & Interline Sales, that drawing room accommodations in sleeping cars and their associated rates have been eliminated in the Amtrak system. Passengers already holding drawing room reservations in sleeping cars are being reassigned or reaccommodated in bedrooms at bedroom rates with a refund of fare difference if already

ticketed. Furthermore, drawing rooms and rates in Amtrak parlor cars are redesignated as parlor day rooms. There is no change in rate between parlor car drawing rooms and parlor day rooms. Adjustments in Amtrak's tariff will soon be made.

Chamber Train

Approximately 850 people, members of the New Jersey Chamber of Commerce, took an Amtrak special train on their way to Washington, D.C. to attend the 37th Congressional Dinner. The Chamber officials were on their annual trek to the nation's capitol to meet and mix with their Congressional representatives. Passengers included New Jersey Governor Brendan Byrne, Chamber President Donald H. Scott, and members of Chambers from Raritan Valley, Woodbridge, Somerset Valley, Morristown, South Jersey, West Hudson, Union County, Bergen County and others. The special move was arranged by William J. Keim, Amtrak's Manager of Sales in New Jersey. Most of the passengers returned the next day, with a sizable group leaving Washington on Train No. 104, the 8:00 a.m. Metroliner.

Floridian Rerouting

Amtrak is temporarily rerouting its Chicago-Florida train, the Floridian, between Chicago and Nashville, Tenn., due to schedule delays caused by track conditions along the regular route in Indiana. The trains are being rerouted south from Chicago to Evansville, Ind., and Nashville over the Louisville & Nashville Railroad.

Passengers to or from points between Nashville and Logansport—Bowling Green, Louisville, Indianapolis and Logansport—are being provided connecting bus service with the trains during the rerouting. Last August, Amtrak suspended operations over the same Penn Central track until repairs had been made. During that period, the Floridian was detoured over the same route that it is being detoured now.

'Where's the station?'

Directional signs are usually plentiful for the airport, but finding the train stations tends to be easy only for veteran train travelers. As shown below, Michigan is doing something to change that. Signs have been installed on expressways and streets leading to the eleven intercity stations currently used on the Chicago-Detroit and Chicago-Port Huron routes.

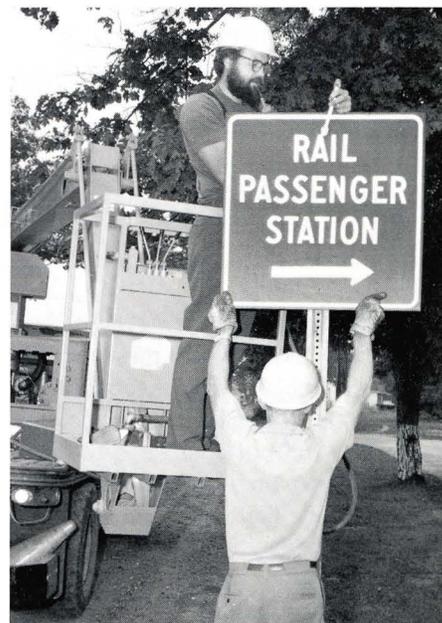


Photo courtesy of Michigan Dept. of State Highways and Transportation.

Sunset Limited Far Cry From Troop Trains

The U.S. Air Force recently sent Airmen from San Antonio to New Orleans aboard the Sunset Limited to test Amtrak's capability to handle group moves of its personnel.

The Airmen had just completed basic training at Lackland Air Force Base near San Antonio and were bound for technical training schools at Kessler Air Force Base in Biloxi, Miss. They were transported between New Orleans and Biloxi by Amtrak Charter bus.

On the day the airmen boarded there were already 55 Army recruits aboard the Sunset Limited traveling from Los Angeles to Lake Charles, La. They were on their way to basic training in Ft. Polk, La. The Army has been using Amtrak for group movements of soldiers for about a year.

It was a challenge for the dining car crew to feed the military personnel, which numbered over 100 east of San

Antonio, plus the civilian passengers. Nevertheless, all of the GI's on the Sunset "ate like kings," according to Reported Ed Kingshott of the San Antonio News.

"For breakfast they dined on orange juice, hot bacon and ham, pancakes, two eggs cooked to their liking, buttered toast and coffee. It was a far cry from GI's who toughed it on troop trains during World War II and the Korean War," wrote Kingshott.

For those who never experienced dinner in a troop train, Kingshott gave a vivid description: "On those trains, GI's pulled out their trusty mess kit, marched to a military kitchen car where chipped beef was spooned into their kits by a grizzly mess-sergeant. They'd return to their seats to eat, and then got back in another line to dip their mess kits into a 55-gallon drum of steaming water. They'd then hook their mess kit back to their belts."

Joe O. Bellino, Amtrak's Manager-Government and Military Marketing, said, "the Sunset Limited is a far cry from those troop trains and the reaction of Air Force personnel aboard was favorable. The Air Force considered this move an experiment. They felt that if we did a good job that they'd come to us again for such moves.

"By doing a good job I mean feeding their personnel good meals in the diner and doing it efficiently; by riding in a clean train, and by arriving on time. We accomplished all that," concluded Bellino.

In 1974 there was just short of a 700 percent increase over 1973 in military group movements. Marketing experts are projected a 300-to-400 percent increase in 1975 over '74. The primary routes on which these groups move include New York-Florida, National Limited, James Whitcomb Riley and Sunset Limited.

Bay State Discontinued Between Boston & Springfield

Amtrak announced on Feb. 18 that it will discontinue a train operating between Boston and Springfield, Mass., effective March 1. Notices have been posted in stations involved: Springfield, Worcester, Framingham, Wellesley and Boston.

The train, known as the Bay State, has been operating under legislation which requires Massachusetts to reimburse Amtrak for two-thirds of the operating losses.

Massachusetts has not paid for the

operation since March 1973, and the state and Amtrak have been unable to reach agreement for continued funding. The state's share of the operating losses from March 1973 through December 1974 is almost \$400,000.

The Bay State, Trains 144 and 149, also operate between Springfield and New Haven, Conn., as part of Amtrak's basic system. They will continue to run between Springfield and New Haven on their present schedules.

In November, the eastbound train averaged 13 passengers on board daily leaving Springfield and six a day arriving in Boston. The westbound train averaged seven a day departing Boston and thirteen a day arriving in Springfield.

Amtrak officials said the decision to discontinue the Bay State was in no way related to and will not affect Amtrak's proposed new Boston-Chicago service.

ANNUAL REPORT

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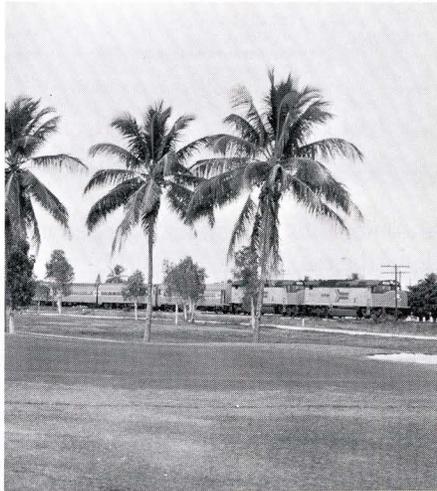
tracting railroads can earn larger payments than before, but only on the basis of improved performance. Ten of the 20 participating railroads, accounting for 83 percent of cost billings, now have executed the new contracts.

- 1974 was a year in which our fiscal planning staff was able to formulate a basis for Amtrak's growth that enables us to meet our responsibility to the American taxpayer while also increasing our service to the traveling public. With the basic route structure stabilized by Congress, it was possible to develop a Five Year Operating and Capital Acquisition Program, which provides the planning basis for decreasing operating deficits over the five-year period.

"There were other accomplishments related to the upgrading of the old equipment inherited from the railroads; to the acquisition of new equipment; and to our capacity to maintain what we have, old and new, so that our level of utilization remains as high as possible at all times," Lewis said.

These were:

- Car availability, which is a measure of mechanical condition, increased during 1974 from 69 percent at the start of the year to 74.2 percent in December. Of the cars out of service, 10.5 percent were undergoing heavy overhaul to recover from the effects of long-deferred main-



tenance. This time-consuming and expensive heavy overhaul of the Amtrak-owned passenger car fleet is nearing completion. A total of 1,422 overhauled cars are in service, and overhaul of 375 more cars will be completed during the next six months. Once these remaining overhauls are complete the overall condition of our fleet will be reflected favorably in a very high car-availability percentage.

- Cumulative orders for Metro-liner-type passenger cars for both day coach and overnight service now total 292, and another order for an additional 200 is now ready to be placed.

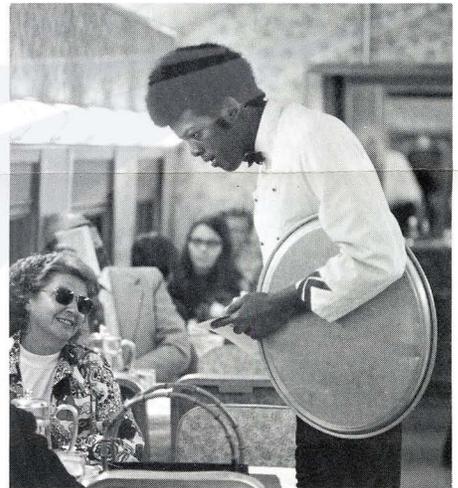
- Orders have been placed for 13 five-car train sets of turbine-powered cars of French design with six sets coming from France and seven sets—equipped with third rail capability—being manufactured in the United States.

- Design of a bilevel car has been completed. The design incorporates advance features to greatly increase

standardization of both basic structure and mechanical equipment. At the same time, revenue capability will be raised to the maximum through careful attention to interior configuration. Three bids have been received, and orders for 235 new-design, bilevel cars will be placed early in 1975.

- One hundred and fifty 3000-horsepower, diesel-electric locomotives were delivered and put in service during the year. Eighty-nine additional diesel-electric and electric locomotives are on order or included in the coming year's program. Thus, we have nearly completed this vital program to replace our old fleet of smaller power units with new high-horsepower locomotives.

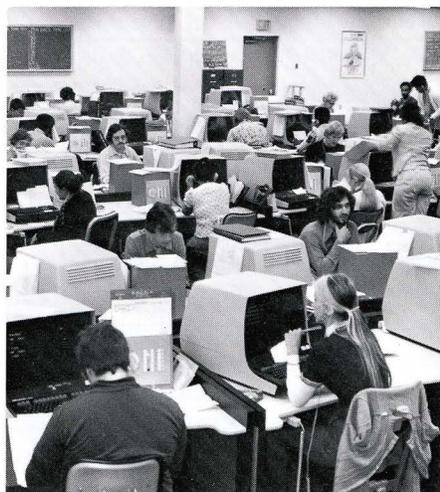
Several additional performance indicators illustrated the significant advances made by Amtrak during 1974.



Total earned revenue for calendar year 1974 was \$256.9 million, \$54.8 million higher than revenue for 1973 and \$94.3 million higher than 1972. Total passengers carried in 1974 exceeded 18.5 million—a 10 percent increase over 1973 and the highest volume in Amtrak's history.

Amtrak had a net operating loss of \$272.7 million in 1974, compared with a 1973 deficit of \$158.6 million. Lewis said that although the Amtrak level of operating loss is lower than a comparable pre-Amtrak level, it is still too high and must be reduced.

Inflation was singled out in the report as "the largest single factor in





Amtrak's cost and deficit increase" and "Amtrak's future must be qualified to the extent that the upward trend in prices is not brought under national control."

During the year, Amtrak strengthened its relative position in the intercity passenger market. While Amtrak reported an increase in revenues of 27.1 percent and in total passengers of 10 percent over 1973, the nine largest Class I motor carriers of passengers reported an increase in revenues of 11.8 percent and a decrease in revenue passengers of 1.1 percent. The domestic airline scheduled carriers reported that revenue passenger miles in 1974 increased by 2.9 percent.

Average occupancy of available Amtrak seats day and night during the year reached a new high of 54.9 percent, and during peak travel periods it topped 80 percent.

Responding to increased demand for new intercity rail service, Amtrak initiated seven new routes during 1974 with the financial participation of Illinois, Michigan and New York and two at the direction of Congress and the Secretary of Transportation.

In addition, Amtrak—was directed by the Secretary of Transportation to initiate service on three more routes and the Congress has instructed the secretary to designate a fourth new route. These new long-distance routes will add another 2,500 miles, or 10 percent, to the Amtrak route system.

The report states that one constraint on continued progress that becomes

more serious with each passing day is the deterioration of the roadbed and track upon which Amtrak trains must operate.

"Americans have become accustomed to very high standards for superhighway construction as well as for airway travel, and nothing less than a comparable standard for passenger rail service can be considered acceptable," said Lewis.

"The continually growing need for intercity travel capability in our nation creates an urgent requirement for improved passenger rail service as a viable and significant alternative to the private automobile, the bus and the airplane," he continued.

At present, 87 percent of intercity travel moves by private automobile and 13 percent by all modes of public transportation. The report states that Amtrak officials are encouraged by the growing acceptance of rail travel by intercity travelers. Both for reasons of fuel economy and personal comfort it is anticipated that there will be a continued and substantial shift from private automobiles to rail travel.

"In order to facilitate this shift we intend, with the continued support and direction of Congress and the administrative agencies, to give the highest priority to improving the quality and extent of our service. Our goal is no less than to provide Americans with the best system of intercity rail passenger travel in the world," concluded Lewis.



Letters . . . We Get Letters

Do passengers take the time and trouble to write Amtrak and compliment employees for the service they've received? The answer is "Yes!" Every day the majority of Amtrak employees make exceptional efforts to insure that passengers have a safe and pleasant trip. Often, Amtrak people have gone to great lengths to solve problems and turn a possibly unpleasant experience into an enjoyable and memorable one.

The public does not fail to notice individual dedication and willingness to do a good job, as exemplified by the letters printed below:

* * *

Coupeville, Wash.

Gentlemen:

On behalf of myself and my entire family, I wish to comment most favorably on a recent trip taken on Amtrak from Seattle, Wash. to Oceanside, Calif. and back.

The reservations people were very pleasant and most helpful on the telephone. At the station we were impressed by the ticketing and baggage personnel. Our porter, **Mr. Davis**, coming south, was very attentive and helpful. In the dining car the food was excellent and the cost moderate by any standards. **Theopolis Toler** and his dining car staff were gracious and particularly responsive to our seven and nine year old children on our trip south. On our return we were also impressed by **Harvey Willis** and his staff.

My wife and I had not ridden the train for twenty years and of course this was our children's first trip. We enjoyed every minute of it. By copies of this letter to our members of Congress, I hope to encourage more attention to the need for increased and im-

(continued on p. 7, col. 1)

Amtrak Appoints

John Acken as Manager-Operations Analysis. Responsible for performing route profitability studies in the Finance Dept. Prior to this appointment he was Manager-Transportation Studies in Amtrak's Operations Dept. He came to Amtrak as Superintendent of Yards and Terminals in Sept. 1973. He has had significant railroad experience on the Chessie system as Manager-Operations Services, Manager-Passenger Operations, Transportation Analyst performing freight service studies, and a member of Chessie's Corporate Planning Dept.

E. Dale Brown as Staff Assistant to Director-Sales. He comes to this position from New York where he served Amtrak as Acting District Sales Manager. Prior to that he was Project Coordinator for the Expo '74 Amtrak Exhibit in Spokane, Washington. Brown joined Amtrak in Oct. 1973 as a Sales Trainee and his first assignment was as a Budget Analyst in the Sales Dept. He was previously affiliated with the Dupont Corporation in Waynesboro, Va.

Reed R. Garcia as Manager of Sales-Clearwater. Responsible for sales territory which includes 200 miles of the West Coast of Florida including principal cities of Tampa, St. Petersburg, Clearwater, Sarasota, Ft. Myers, Winter Haven and Lakeland. He formerly was Senior Sales Representative for the same area and for the Miami area. Garcia has been with Amtrak since March, 1972 and his railroad career dates back to 1941 with the Baltimore & Ohio in Pittsburgh, Pa. His experience also includes 23 years in various passenger service and sales posts with the Seaboard and Seaboard Coast Line Railroads.

Robert Floyd Lawson as Chief Engineering Office. Responsible for construction, inspection and maintenance of stations, track radio communications equipment and fueling facilities. He comes to Amtrak from the Penn Central where he was General Manager-Passenger Operation. A 34-year railroad veteran, Lawson started his railroad career in 1940 with the New York Central Railroad. He was District Engineer for the Central's Syracuse District and later was Engineer-Maintenance of Way. Lawson was also the railroad's General Manager in New York. When the New York Central and Pennsylvania merged into the Penn Central, Lawson became General Manager for the PC's Eastern Region and for the Philadelphia commuter area.

F. Paul Weiss as District Sales Manager-New York. He is responsible for Amtrak sales functions in New York State, northern New Jersey and the Toronto, Ontario area. Weiss comes to Amtrak from the United Airlines Sales Dept. where he was an Account Executive in both its New York and Washington offices. In these positions he promoted individual and group sales among travel agents and commercial accounts. He has also served United as Associate Director-Legislative Affairs in Washington and Regional Manager-Community Relations in Boston.

Robert W. Hardin as Sales Manager-Detroit. Responsible for the State of Michigan and Western Ontario. Previously, he held Amtrak sales positions in New Orleans, Omaha and Tampa. He came to Amtrak in June, 1972 from the Seaboard Coast Line Railroad where he started as a Reservations Agent in 1965 and was a Passenger Service Agent aboard trains prior to joining Amtrak.

Robert F. Ringnald as Regional Manager Station Services-Central. His appointment follows a reorganization and consolidation of the South Central Region, which has been under his administration, with the North Central Region. There are approximately 400 Amtrak station employees and 167 stations in the region, of which 73 are Amtrak. Prior to joining Amtrak two years ago, Ringnald held various positions with the Illinois Central Gulf Railroad, including Manager-Mail, Baggage and Express and Director-Passenger Operations. Previously he was affiliated with the Western Regional Passenger Association.

Jim Larson as Director of Personnel. For the past year and a half, he has been Amtrak's Manager-Station Services and Manager-Station Operations. In recent months Larson has worked closely with the personnel group in implementing a series of supervisory training programs. He has broad experience in the industry having spent 20 years with the Chicago & North-western Railroad as Station Agent, Train Dispatcher, Trainmaster, Rules Examiner, Assistant Division Superintendent and Assistant Division Manager-Transportation. Amtrak's Regional Personnel Managers will report to him.

AMTRAK NEWS

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

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LETTERS (continued from p. 4)

proved rail service and equipment. New equipment will match the spirit of the railroad people who do such a bang-up job with what they've got.

Jack McPherson

* * *

Athens, Georgia

Gentlemen:

Last week my husband and I rode on Amtrak from Pennsylvania Station, New York, to Westerly, Rhode Island. It was our first Amtrak trip and our first train trip in many years. I just want to inform you what a pleasure it was. The train was immaculate and spacious and the personnel we dealt with couldn't have been more helpful.

Two people I would like to single out were Miss Curry, a lounge hostess, and Mr. Patterson, a red cap. Mr. Patterson especially made our ticketing and boarding the train a snap.

Please see that the supervisors of Mr. Patterson and Miss Curry are informed of the courteous and helpful manner in which they carried out their jobs.

We're looking forward to making use of your services more often in the future.

Mrs. Ronald A. Schwartz

* * *

New York, N.Y.

Dear Mr. Graham:

We recently took your Montrealer to Washington, D.C. and connected to Southern Railways for Georgia. On our return trip we were particularly impressed with a certain crew working out of Washington, D.C. in the dining car. A Mr. U.C. Washington was the Maitre'd in charge. He met us with a big smile, a fine welcome, fresh flowers on the table, Amtrak buttons, marvelous food, and above all the most excellent service we have ever had. Our

waitress was a young lady you have just recently hired, a Miss Beulah Robinson, and she was superior in performing her duties.

We just wanted to let you know Amtrak is getting better and better, we also enjoyed the live piano music in the club cars; this trip was a joy. Our best wishes for your future success, for your success will become a big part of our lives also.

Mr. & Mrs. Norman Darling

* * *

New York, N.Y.

Dear Mr. Graham:

I want to call to your attention the name of one of your representatives in the Ticket Sales and Service Bureau at Penn Station in New York City.

Beatrice H. Singer has handled some minor problems that have come up with ticketing and reservations for me on a number of occasions. On every occasion Mrs. Singer has not only proved to be knowledgeable and effective, but her manner and personality have been of the finest quality. It is truly a pleasure to deal with Mrs. Singer.

You are indeed fortunate to have her in your organization.

Stephan C. Axelrod

Milwaukee-Chicago Fare Lowered

Amtrak announced on Feb. 18 that it lowered its one-way coach fare between Chicago and Milwaukee from \$5.50 to \$4.75. The fare reduction is one of a series of steps being taken in cooperation with the State of Wisconsin to improve service and increase ridership on the Milwaukee-Chicago route.

In Wisconsin the fare reduction will be coupled with advertising and promotion programs highlighting both the new fare and the availability of free, state-provided parking for Amtrak travelers at Milwaukee. Amtrak also is studying possible schedule changes and the assignment of improved equipment, as it becomes available, to the Chicago-Milwaukee service.

Amtrak operates five trains between Chicago and Milwaukee daily. The 85-mile journey takes approximately one-and-one-half hours. A Chicago-Milwaukee commuter fare of \$49.50 for 10 rides has been discontinued because the commuter rate would have been more than the new standard fare.

Annual Report Available

Do you want a copy of the Annual Report? If so, fill out and clip and send to Editor, Amtrak News, 955 L'Enfant Plaza, S.W., Washington, D.C., 20024:

Name _____

Street _____

City _____ State _____ Zip _____

Present job with Amtrak _____ Location _____

Desire additional information on: _____

Progress Report: Stations, Cincinnati-Norfolk



Platform and floodlight work underway in Christiansburg, Va., a stop on the new Cincinnati-Norfolk service. The waiting room interior has also been cleaned and painted. It is ex-

pected that many college students from Virginia Polytechnic Institute in Blacksburg, approximately five miles north, will use this station.

— Photo by Bill Mason. Reprinted courtesy of Blacksburg-Christiansburg (Va.) News-Messenger.

New station construction and repair work to existing stations is underway on Amtrak's forthcoming Cincinnati-Norfolk route. The rail passenger station under construction at Catlettsburg, Ky., has been named the "Tri-State Station" by Amtrak.

Located just four miles east of Ashland, Ky., and three miles west of Kenova, W. Va., the Tri-State Station will serve both cities and will replace the current stop at Ashland.

Construction of the station is about 90 percent complete. All that remains to be done is landscaping and interior work. Amtrak officials hope to have the station completed by the start of the new Cincinnati-Norfolk train on March 25. Tri-State Station will serve the James Whitcomb Riley as well as the new train.

New stations are also under construction in Roanoke and Lynchburg along the new route, and existing stations, such as Christiansburg shown to the left, are undergoing repairs.

Amtrak

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