

Top Management Team Reorganized, Group Vice Presidents Named

Amtrak's top management has been reorganized to create a team that will put primary emphasis on improved service to passengers and better reliability and performance by Amtrak's trains.

The reorganization, approved by the board of directors at its regular monthly meeting on Wednesday, September 26, creates three group vice presidents who will head departments that will be responsible for (1) all aspects of passenger service, (2) all aspects of train operations and maintenance, and (3) financial and administrative support and control.

Amtrak President Alan Boyd said the changes are in direct response to the actions of Congress over the past few months which have indicated that the lawmakers will give Amtrak the resources it needs to rebuild the nation's rail passenger system and are willing to make a long-term commitment of support for rail passenger travel.

Congress did exactly that by passing the multi-year funding authorization bill.

The new top level structure, and reporting order, are:

Group Vice President-Passenger Services and Communications: This department will be headed by M.L. Clark Tyler, who has been Amtrak's Vice President, Government Affairs, since September 1978.

Reporting to him will be:

Vice President, Passenger Services, a new position filled by John V. Lombardi, a veteran Amtrak marketing officer.

Vice President, Public Affairs, a position filled by newly-appointed Carole Foryst.

Vice President, Government Af-

fairs, a position filled by newly-appointed Lawrence D. Gilson.

Group Vice President-Operations and Maintenance: This department will be headed by Thomas P. Hackney, Jr., formerly assistant vice president and chief mechanical officer.

Reporting to him will be:

Vice President, Operations, Robert A. Herman.

Vice President, Chief Engineer, Robert F. Lawson, who is also responsible for the Northeast Corridor Improvement Project.

Vice President, Chief Mechanical

Officer, a position filled by newly-appointed Frank D. Abate.

Group Vice President-Finance and Administration: This position is yet to be filled.

Reporting to him/her will be:

Vice President, Labor Relations and Personnel, George F. Daniels.

Vice President, Computer Services, Robert W. Hyer.

Vice President, Finance and Treasurer, Don R. Brazier.

The three group vice presidents will report directly to Amtrak President Alan S. Boyd. Also reporting directly

Carter Signs Amtrak Authorization Bill

The House and Senate Conference Committee met on Wednesday, September 19, and resolved the differences on the separate Amtrak 1979 authorization bills that had been passed by each House of Congress.

The final bill was approved by the Senate on Tuesday, September 25, and the House on Thursday, September 27.

It was then sent to the White House where President Carter signed it on Saturday, September 29. It is now Public Law 96-73.

Among the major points settled were:

- Amtrak now has a two year authorization for operating funds and a three year authorization for both capital and 403(b) service funds. This is the first time in Amtrak's history that it has had multi-year funding.

- *Cardinal* and *Shenandoah*, west of Cumberland, Maryland, will continue to operate as alternative service

pending restructuring of the *Broadway Limited*.

- Unused labor protection funds can be used to meet either operating or capital needs.

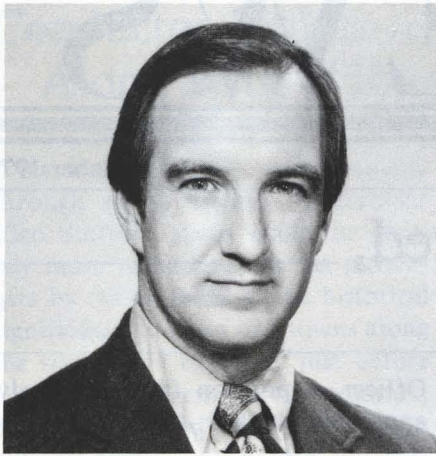
- Amtrak is guaranteed to continue receiving capital funds on a quarterly basis and of using those funds to temporarily reduce loan balances.

- Interest payments will no longer be counted against the cost-to-revenue ratio. Also, a General Accounting Office study must be made within 60 days to determine possible options for elimination of Amtrak's debt.

- Additional payments are required from the railroads for pass riders. This should yield Amtrak between \$3 and \$4 million annually. A GAO study is also to be completed within six months setting recommendations for reimbursement to Amtrak of the cost of providing this service.

- A new rate schedule has been

(Continued on page 4)



M. L. Clark Tyler



Thomas P. Hackney, Jr.

to Boyd will be four other officers. They are:

Vice President, Marketing, a position filled by newly-appointed William S. Norman.

Vice President, General Counsel, Paul F. Mickey, Jr.

Vice President, Corporate Planning, William N. Daly.

Corporate Secretary, Elyse G.

Wander.

All of the appointments were effective October 1, except for Norman and Gilson who will assume their new duties no later than November 1.

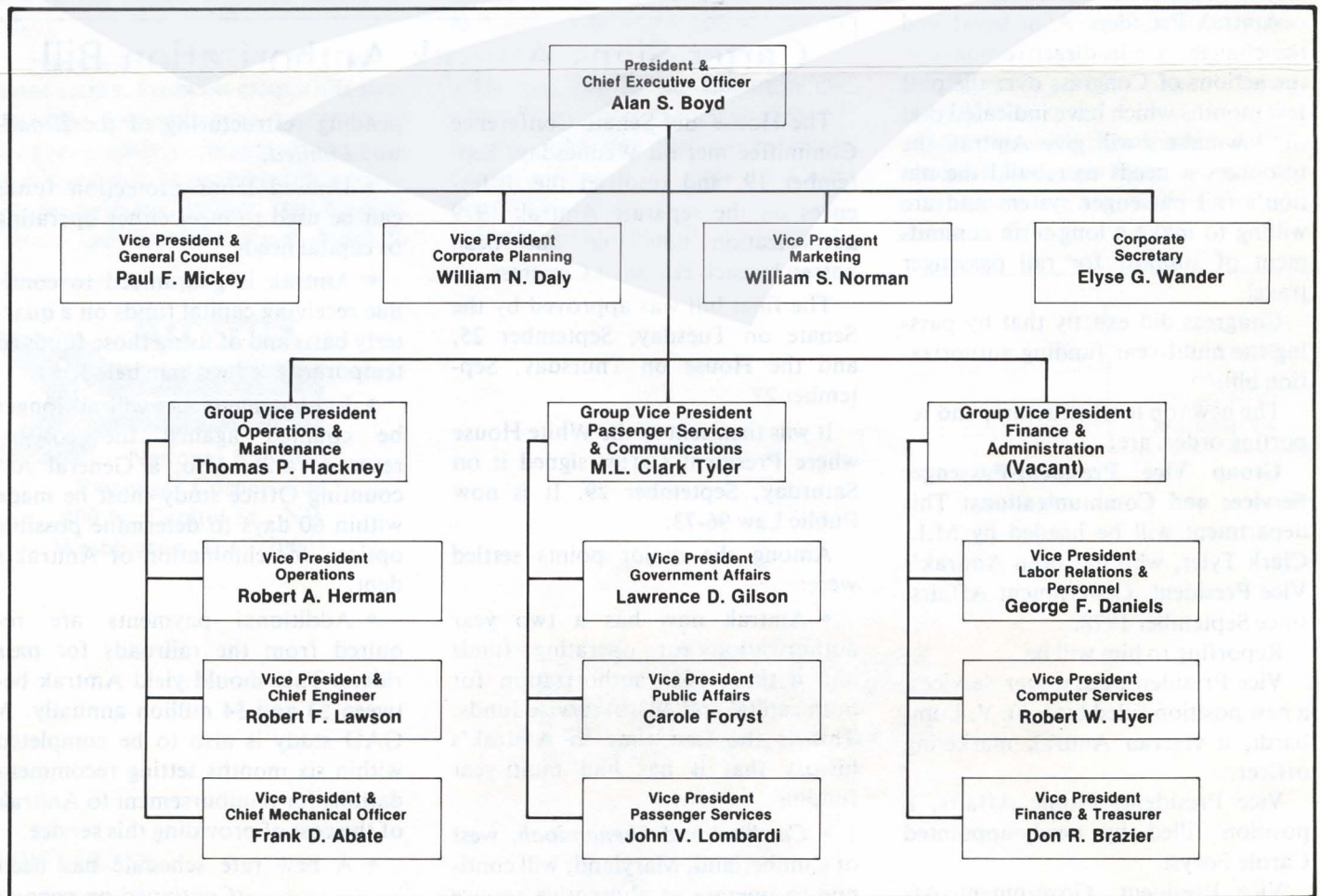
The significance of the reorganization is that it puts all emphasis on passenger services under one person, newly-appointed Lombardi who, in turn, reports to Tyler.

Reporting to Lombardi will be all facets of Amtrak's relations with its passengers, including the reservations centers, station services, on-board services, the commissaries, customer relations and passenger service quality control.

Similarly, all aspects of operations and maintenance will focus on Hackney who is a veteran railroader who made his reputation in maintenance of equipment. His major assignment during his few months at Amtrak has been to strengthen the equipment maintenance function and get better reliability out of Amtrak's fleet of locomotives and cars.

His new responsibilities will also include contract administration, safety, security, materials management, operations management and quality control.

Frank Abate, 50, began work with Amtrak in 1973 as manager, cars. In 1975 he was named assistant chief mechanical officer, Corridor, and





Frank Abate



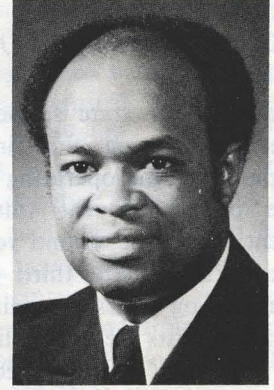
Carole Foryst



Lawrence Gilson



John Lombardi



William Norman

then promoted, in 1976, to chief mechanical officer, Northeast Corridor.

He has been assistant chief mechanical officer, maintenance, since 1978. Prior to his Amtrak service, Abate worked in various mechanical positions for the New York Central and the Penn Central.

Carole Foryst, 39, comes to Amtrak from her own business. Prior to opening her own public relations firm, she was deputy director, public affairs, Department of the Interior; a

staff assistant to the Secretary of the Treasury; and a financial reporter for the *Los Angeles Times* and *Chicago Sun-Times*.

A graduate of Roosevelt University, Chicago, she also attended Rosary College, River Forest, Illinois.

Lawrence D. Gilson, 30, comes to Amtrak from a position as associate assistant to the President, White House. Prior to that he was director, policy implementation, Advisory Commission on Intergovernmental

Relations; public affairs advisor to the international division, Mobil Oil; and state issue coordinator and member of the research staff, Common Cause.

Gilson received his bachelor's degree from Claremont Men's College, Claremont, California, and a master's degree from Johns Hopkins University, School of Advanced International Studies.

John Lombardi, 57, moves to his vice presidency from his former position as senior director, government affairs. Prior to that he was director, state and local services; director, service planning; and director, market development.

Before coming to Amtrak, he worked 11 years for Pan American World Airways and nine years at various jobs on the Pennsylvania, Atlantic Coast Line and Florida East Coast railroads.

William S. Norman, 41, comes to Amtrak from his position as vice president, eastern division, Cummins Engine Company, Westport, Connecticut.

He is a former naval officer who taught at Annapolis, saw combat duty aboard aircraft carriers in Southeast Asia and was an assistant to the Chief of Naval Operations. Norman received his bachelor's degree from West Virginia Wesleyan College, a master's degree from American University, and also completed the Stanford Executive Program, Graduate School of Business, Stanford University.

Boyd Explains Changes To Congress

In a letter to Congress detailing the company's managerial reorganization, Amtrak President Alan Boyd explained Amtrak's reason for the changes.

He said:

To meet the goals delineated in the Amtrak legislation just passed, internal reorganization is essential, so Amtrak has instituted a major reorganization of its management functions.

It is important for the public to understand that this is not just a reshuffling of executives, but a logical response to what the Congress expects the national rail passenger system to be.

For Amtrak, the message is clear. Rail passenger service is here to stay. More people will be using it, and it will improve substantially as we apply our increased resources to that end.

On this last point, the responsibility is clearly Amtrak's. Therefore, Amtrak is realigning many of its management functions so that as a transportation company, we can immediately begin to deliver on a corporate commitment to improve passenger service and train performance.

One of our group vice presidents will be responsible for passenger services and communications. This group will include the public affairs and government affairs departments, but most importantly, also a new department for passenger service.

This combines, for the first time, all functions having to do with service to the public, namely reservations and ticketing, station services, on-board services and customer relations.

CARTER SIGNS BILL
(Continued from page 1)

adopted for state supported 403(b) service. During the first year of operation, the operating costs are to be split 80 per cent Amtrak, 20 per cent state. The second year split will be 65/35 and the third year — and succeeding years — will be 50/50. Capital costs are to be split 50/50.

- Amtrak was directed to set up, within 90 days, a discount program for elderly and handicapped persons. However, the committee left to Amtrak's discretion the details and implementation of the program.

- The Houston leg of the *Inter-American* was authorized.

- Congress was authorized to appropriate capital funds one year in advance of the year in which they would be authorized to be spent so Amtrak could commit to capital expenditures in advance.

- Funds will be provided to create a "rail bank" to keep track on discontinued routes maintained in usable condition for possible restoration of service in the future.

- Amtrak will, in consultation

with railroad labor organizations, develop and implement a job placement program for employees affected by the restructured system. The program will include job counseling, placement advertising and courses in skills improvement.

- The Secretary of Transportation is to name a five-member Employee Compensation and Incentive Commission to evaluate salary levels of Amtrak's officers in relation to the company's ability to attract and retain a management staff and to develop a program of incentives for Amtrak employees.

The report is to be delivered to Amtrak's board of directors by March 1, 1980, after which the board has 90 days to notify Congress of any action it intends to take and to request additional legislation if necessary.

- The Secretary of Transportation is to conduct a study of state and local taxes paid by Amtrak and make recommendations, by next January 1, on the advisability of relieving Amtrak of these obligations.

- The "Buy America" language in the Amtrak Act has been amended to add to the Secretary of Transporta-

tion's present waiver authority the added exemption if delivery of any equipment purchased in the United States could not be made within a reasonable time.

Goals

The conference committee also established goals for Amtrak.

- On-time performance is to be improved by at least 50 per cent within three years.

- Amtrak is to implement schedules with system-wide average speeds of 55 miles per hour.

- Amtrak is to cover at least 44 per cent of its operating-to-revenue ratio by October 1, 1982, and 50 per cent by October 1, 1985.

- The feasibility of state-supported service is to be improved through technical assistance panels to coordinate, plan and implement such service.

- The private railroad companies are to be encouraged to help improve passenger service in this country.

Judicial Nominee

Amtrak's Chairman of the Board Harry T. Edwards is expected to be nominated to the U.S. Court of Appeals in Washington.

The normal procedure to be followed by a potential nominee is to first be investigated by the FBI and American Bar Association. If the nominee passes the background investigations, the President then submits a formal nomination to the Senate for confirmation.

If his nomination is confirmed, Edwards would become the second black and, at 38, one of the youngest lawyers selected for a seat on this court.

Edwards is a professor at the University of Michigan Law School and a specialist in labor law and arbitration. An honors graduate of the University of Michigan Law School in 1965, he worked for five years at a Chicago law firm, then returned to the university to teach.

He was appointed to the Amtrak board in 1977 and elected chairman earlier this year.

Amtrak's 1980-1982 Funding

(In millions)

	FY 80	FY 81	FY 82
Operating	\$630.9*	\$675.	—
Capital	203.	244.	\$254.
403(b) Service	23.8	29.	30.
Labor Protection	30.	12.	20.
Debt Retirement	25.	25.	25.
Totals	\$912.7	\$985.	\$329.

*Operating funds include the basic DOT system plus commuter and Valparaiso service, the Cardinal and Shenandoah, criteria and regional balance trains, Indianapolis-to-Chicago service, substitute service because of restructuring and model programs.

Basic DOT System	\$544.5
Present Commuter Service, New Valparaiso Service	5.0
Substitute Service	18.1
Cardinal/Shenandoah	11.0
Criteria/Regional Balance Trains	50.0
Indianapolis Demonstration Train	1.1
Model Programs	1.2
	\$630.9

Keeping Track Of Amtrak

Kansas City-St. Louis

Continued Amtrak service between St. Louis and Kansas City has been assured by the signing of an agreement by Missouri Governor Joseph P. Teasdale, in Kirkwood, on Tuesday, September 25, to fund the train on a 403(b) basis.

Service along that segment was scheduled for discontinuance on October 1 with the demise of the *National Limited*, but the agreement kept the St. Louis-Kansas City portion of that route running without interruption.

Missouri was the first state to sign an agreement for state-assisted rail service after the Department of Transportation recommended the discontinuance of several Amtrak trains when it issued its report last January 31.

The Missouri State Legislature, last June, approved spending \$300,000 to keep the St. Louis-Kansas City leg of the *National* operating through June 30, 1980.

The new train will operate daily in each direction as an extension of the Chicago-St. Louis *Ann Rutledge*.

The train will operate with Amfleet equipment and provide sandwiches, snacks and beverage service for passengers.

Fares Go Up

Amtrak will increase most regular fares and accommodation charges by seven per cent beginning October 28.

The announcement follows similar price increases by the airlines and intercity bus firms and is the result of continuing inflation which includes ever-higher fuel prices.

Some commuter tickets, slumber-coach and economy sleeper charges will be exempt from the increases.

New excursion fare discounts will be available, from October 28 through next May 22, for many medium to long-distance services. Discounts will range from 15 to 30

per cent off one-way fares on round trips. Discounts will be applicable for travel in sleeping cars but not for the accommodation charges.

The fare increase follows a policy approved by Amtrak's board of directors that responds to guidelines recommended by the Department of Transportation and legislated by Congress in recent bills. The policy directs Amtrak to increase its ratio of revenue to costs over the next several years.

Safety Standings

Southern led the other eight divisions with a 3.2 safety ratio for the month of August in the President's Safety Contest.

Nipping on the Southern's heels were the Empire, with 4.4, St. Louis, with 5.5 and Midwest with 6.6.

New Haven was far ahead of the other three shops for August with a 5.7 ratio.

And eight mechanical facilities—Minneapolis, Brighton Park, Detroit, Kansas City, Dallas-Fort Worth, Houston, Boston and Jacksonville—had no injuries for the month and tied with a zero ratio.

For the year to date—January through August—St. Louis leads the divisions with a 3.7 ratio, followed closely by the Southern with a 5.1 figure and Western with 5.8.

New Haven leads the shops with a 9.6 figure, followed by Beech Grove with a 12.1 ratio.

Two mechanical facilities—Minneapolis and Kansas City—have now gone through the first eight months with no injuries and thus have earned the zero ratio.

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

First Class Meals

A new approach has been taken to buying the meals Amtrak serves first-

class passengers on Metroliners, Turboliners and Amfleet-equipped trains.

Now, instead of buying standard tray meals that are offered by the various suppliers, Amtrak creates its own menus and then seeks out vendors who will prepare them to Amtrak's specifications.

After taste tests are performed by Amtrak food and beverage personnel, vendors are picked and contracts awarded. In this way, Amtrak hopes to offer its passengers better quality foods prepared in more imaginative ways.

New menus were introduced on Friday, August 24, on trains equipped with first-class cars operating between Washington and Boston. Implementation on additional trains without conventional dining cars occurred the first week of September.

To insure that frequent rail travelers have a variety of choices, menus will be rotated every two weeks on short-distance trains and every four weeks on long-distance trains.

Menus also will be completely revised every six months to further insure variety and quality.

Snack items served on trains also will be upgraded soon to include a larger number of selections.

New Timetables

Amtrak's latest system timetables, dated October 1, contain a record number of changes for one edition, according to Brian Roman, supervisor of timetables.

The new edition reflects the many changes in Amtrak's system as of that date because of the route restructuring.

A centerfold map shows the national system as it was to be operated on October 1 with five routes eliminated and the *Desert Wind* added. Different shadings indicated services on which final decisions—as of the timetables' press time—had not been reached or for which future service was scheduled.

A special effort was made to indicate bus service to points where train service was discontinued.

AMERICA'S GETTING INTO TRAINING.



This year, a lot of you got your travel plans into shape the easy way. You sat back in a plush Amtrak seat. And got into training.

THIS WAS THE YEAR THAT WAS.

After a solid year of proposals and counterproposals, hearings and debates—and a summer's worth of energy crises—Congress established guidelines under which trains would be kept. And for the first time gave Amtrak the long-term support we've needed to see those plans through to reality.

But really, it goes deeper than that. Because this was the year America took a long, hard look at its passenger trains. And decided to keep them. Improve them. And rely on them. Now it's up to us. And we pledge to improve the quality of service and performance.

INTRODUCING A NEW AMTRAK.

Today, there's a new route map. It's more efficient than before: yet, with the changes, Amtrak still serves 508 cities and towns in 44 states, border to border, ocean to ocean. Including yours.

More importantly, it's a passenger rail system that's here to stay. While eliminating some routes, we've added others and are improving the kinds of services on still more. We'll continue to build our system around you, your needs and your interests.

WHY WASTE ENERGY?

Yours or America's. The day when America could depend almost exclusively on the auto is fast disappearing. If it hasn't already. Trains are a real alternative—at their best when moving people between large cities and smaller ones.

This kind of transportation is exactly what America needs. And it's exactly what we do.

VISIT OUR NEW CAR SHOWROOM.

Come down to your local station. In most areas of the country, you'll find our new Amfleet cars. With wide, reclining seats, wall-to-wall carpeting and drop-down trays, they rival the best in the world. Today 60% of all Amtrak trains operate with Amfleet or equally modern Turboliners and Metroliner equipment. Expect to see more comfortable new cars in the years ahead.

On our Western routes, you'll soon find our new Superliners starting service this month and next. These exciting double-decker long-distance trains bring new coach, dining and sleeping car luxury to some of the most beautiful parts of our country. 284 of these cars will complete the fleet over the next 12 to 18 months.

On other routes, especially long-distance Eastern trains, new cars will be ordered soon. In the meanwhile, we're bringing the best of the West to the East—with a stopover in Beech Grove, Indiana.

IN BEECH GROVE, MINOR MIRACLES PERFORMED WHILE YOU WAIT.

At our service facility there, we're taking these solid cars and rebuilding them from the wheels up. Once stripped to their frames and chassis, we replace antiquated steam systems (that's right, steam!) with reliable electric air conditioning and heating. We put in new interiors—new everything.

Our people innovate as they go, and pass on their knowledge to our other repair facilities through a videotape

training program originated and created right there. These people best reflect the growing attitude you'll find among all Amtrak employees—proud, productive and in tune with our bright future.

CARS ARE JUST ONE OF OUR CONCERNS.

When you take a train—or a bus or plane—you should arrive at your destination when the schedule said you would. We agree. We also agree Amtrak's on-time performance could be much better. And we're doing something about it.

Part of the solution is us. Getting reliable equipment. And maintaining it so it won't break down en route.

Some of the solutions are in the hands of others. All of Amtrak's trains outside the Boston-Washington Northeast Corridor, after all, are dispatched and controlled by private railroads over rails owned by them. If the tracks are allowed to deteriorate our trains can't keep their schedules. Clearly, if the railroads don't work together with Amtrak, our trains will be delayed. It's one of our most important challenges.

SO IS YOUR COMFORT AND CONVENIENCE.

An ill-kept station is no way to begin or end a trip. That's why we're actively renewing or rebuilding stations. We've also expanded our ticketing services, from the reservation agents you speak to on the phone—with their computer consoles that give you accurate information at the touch of a button—to the variety of fares and packages they can offer you to save you money. And because we believe strongly in an intermodal public transportation system,

we're making our schedules work harder, so you can connect with buses, for instance, to continue your trip when necessary.

WE'RE GOING TO GET YOU INTO TRAINING.

There are no two ways about it. Amtrak management is going to get you on board and keep you coming back to our trains. And we're going to do it with an aggressive, vital, innovative commitment to you, the riding public. That means everyone, from our reservation and station agents to our on-board service personnel, and private railroad employees like engineers and conductors.

They're proud and dedicated people. Together, we promise to give you the first-class rail system you deserve. And, as we enter a new decade, the system you need. Welcome aboard.

ATLANTA, TAKE ONE FOR A TEST RIDE.

Atlanta is served daily by Amtrak's "Crescent," with southbound service to Birmingham and New Orleans at 9:05 AM. Northbound service to Greenville, Washington, Philadelphia and New York departs 7:05 PM. Connecting service in New Orleans, Washington and New York. For fares, schedules and reservations, call Amtrak or one of our over 6300 travel agents.



Peachtree Station, 1688 Peachtree St., NW, Atlanta / Call 688-4417 in Atlanta. Elsewhere in Georgia, call toll-free 800-874-2800.

(The advertisement above, detailing Amtrak's commitment to the traveling public, will be printed during the week of October 28 in newspapers in virtually all markets served by Amtrak. The box in the lower right hand corner will be localized to each community.)

Second National Sales Meeting Stresses Superyear Now Theme

Some 160 Amtrak marketing personnel assembled in Chicago's Palmer House hotel in late September to partake in the company's second annual national sales meeting.

Titled "Superyear Now 1980," the three-day series of meetings stressed Amtrak's role in providing passenger service during the upcoming decade of the 1980s.

Jack Gordon, director of sales, set the tone of the meeting as he greeted participants at the official opening session on Friday, September 21.

Said he, "Welcome to our meeting and keep in mind that Superyear is now.

"A great deal has transpired since we gathered together last year. Amtrak has taken a new shape, a new direction, a new role in the transportation industry.

"1980 will be Amtrak's year, the start of a new decade, the beginning of a new era in rail passenger transportation.

"So take advantage of the next few days. Rekindle old friendships into a fire that will spread throughout the system and make a grand success of our efforts."

Other speakers during the opening session included Martin Garelick, ex-

ecutive vice president and chief operating officer; William Daly, vice president, corporate planning; and Clark Tyler, then vice president, government affairs. Each spoke about his area of responsibility and its relationship to both the marketing effort and the company's future.

Keynote speaker was Amtrak President Alan Boyd who previewed the then upcoming reorganization. Boyd stressed his desire that Amtrak be raised to the level of the finest transportation company in the country.

Also during the opening session, participants were treated to a dramatic 15-minute-long audio-visual program detailing Amtrak's present status and its potential. The Superyear theme was carried over into the movie with clips from the movie Superman interspersed between the Amtrak scenes.

Guest speaker at Friday's lunch was Garth Campbell, vice president, marketing, VIA Canada. VIA is Canada's equivalent of Amtrak, a company formed to operate all passenger services there over both the Canadian National and Canadian Pacific railroads.

Campbell detailed VIA's founding,

its future, and its present and future relationships with Amtrak.

Following lunch, the entire group was subdivided into six smaller groups of approximately 25 persons each to make their way through a series of six workshops during the rest of the afternoon and all day Saturday.

Each group progressed from one workshop to the other with each session lasting an hour and a half.

The workshops and their instructors included:

Reservations and Ticketing, conducted by Phil Held, general manager, reservations, and members of the reservations/ticketing systems planning department.

Programs-Agency-Tours-Commercial-Special Accounts, conducted by Bill Smith, manager, sales planning.

Revenue Accounting, conducted by Ed Funk, director, revenue accounting.

Marketing Research, conducted by Bob Gall, director, marketing research.

Sales Training Review, conducted by Larry Williams, vice president, Sales Development Associates, and Paul Moore, vice president, National Railway Publication Company, publishers of the Official Railway Guide.

Marketing Services, conducted by Joe Falsetti, director, marketing services.

Although the official meetings did begin on Friday, the sales seminar actually began on Thursday with a field trip to Chicago's passenger coach yard and a ride to Milwaukee on a Superliner-equipped train consisting of three coaches and a new diner.

Buses transported the marketing personnel between hotel, yard and Union Station. A prime rib lunch, which will be available on Superliner diners, was served all participants.

The lunch also gave on-board service personnel a chance to evaluate



The 12th Street yard is toured by meeting participants prior to their Superliner trip to Milwaukee.

problems faced when handling three successive turnovers of 50 persons.

The sales meeting officially closed on Saturday night with a group dinner during which awards were presented to outstanding sales personnel and to the top reservations office, region and districts.

Individual awards for superior performance in sales training programs conducted during the past year went to Reed Garcia, manager of sales, Clearwater; Bob Hardin, manager of sales, Detroit; Bob Kimball, manager of sales, New Orleans; Karen Myers, sales representative, San Francisco; Paul Nestor, senior sales representative, New Jersey; Paula Pelosi,

sales representative, New York; Doug Schwab, senior sales representative, Seattle; and Pam Sullivan, sales representative, Boston.

Top districts included Washington, D.C. in the Eastern region; Chicago in the Central region; and Seattle in the Western region. Awards were accepted for the districts by Kathy Hartz, Paul Orr and Jay Lawrence, district sales managers for the three. Washington also was the top district in the country.

F. Paul Weiss accepted the award for the Eastern region which was named the top sales region, while Ginny Gepner, CRO manager, accepted the award for Bensalem which

was picked as the top reservations office.

The evening closed with a rousing, humorous and satirical live production that highlighted Amtrak's achievements as well as some of its foibles. The sketches, acted out by a professional cast, were authored by Vince Begley, marketing services.

Each participant in the meeting received a portfolio containing workshop and promotional sales material, as well as a calculator engraved with the Superyear logo.

Main coordinator of the meeting was Bill Smith, manager, sales training, with assistance from Mike Harding, manager, special projects.



(Left) Kathy Hartz, at podium, manager of the top district, introduces some of her sales personnel. Left to right are Mel Moffett, Lloyd Jackson, Bob Smith, Renee Holloway, Lydia Hunter, Mike Dehlinger, and Brian Lee. (Below) Sales Representatives Diane Ek, Milwaukee, and Lydia Hunter, Washington, enjoy their lunch enroute to Milwaukee.



All Photos By Michael Deane



(Above) Bensalem personnel savor their reservations center's victory. Left to right are Dave Graber, Tom Carroll, Betty Fleming, CRO Manager Ginny Gepner, Coleen Culkin, Earl Winfield and Phil Held, general manager, reservations, Washington.



Sales personnel board the Superliner for their trip. (Left) F. Paul Weiss accepts the top region's award from Jack Gordon.

Hot Line To The President

Amtrak's Hot Line to President Boyd continues to receive a lot of action.

Because of the volume of calls, individual answers to all callers are impossible. However, each is carefully read and dispatched to the proper department head for appropriate action.

Samples of some recent Hot Line topics, and their disposition, follow.

Question: Little Rock station is somewhat of a shambles. The facility we are in now has been a temporary one since the inception of the *Inter-American*. No effort has ever been made to upgrade this place. Please see what you can do to make our station better.

Answer: In January 1978, Amtrak requested funds to build a new 2,400-square-foot station area at track level in the existing station.

Because the building is privately-owned, the request included lease costs for the facilities for a 10-year period. This request was cancelled after DOT recommended the discontinuance of the *Inter-American*.

Now that the service will continue, Amtrak is updating its estimates and will get the project going again.

Q: I'm a ticket agent. I don't know what the problem is but I've talked to a lot of other agents and everybody has the same problem. We requisition baggage checks and other forms we need to work with, send them in, then wait a month or two and don't get anything. We usually have to follow up by calling them two or three times. It shouldn't take so long just to get what we need to work with.

A: Demand for forms continues very heavy because of the increased ridership of this past summer.

Every effort is being made to respond to requests as soon as possible. If any department or facility experi-

ences continued delays in receiving forms for any reason, they should contact the manager of repro/graphics services, at FTS 657-2261.

Q: I'm an employee at Newark, New Jersey. We have nine escalators here and only four are working. We have a station at New Brunswick with only one escalator and it doesn't work.

When are we going to get them fixed?

A: Escalators at Newark are involved in the Northeast Corridor Improvement Project. FRA did arrange for a contract for replacement of the escalators with Westinghouse. However, they had a strike and were delayed in furnishing them to us.

At this time it looks like the project will begin about the start of 1980.

Regarding New Brunswick, this replacement is now being negotiated between the State of New Jersey and the City of New Brunswick, along with Amtrak. Hopefully, in the near future, some agreement can be reached and the escalator replaced.

Q: I work in Niles, Michigan, and we're presently paid on the 10th and 25th of the month. Recently, one of our people went to work in New York and found that employees there are paid every week. Why can't we here in Niles be paid every week?

A: Amtrak is subject to state laws governing pay periods and pay days in the 36 states in which we operate. The present pay cycles are consistent with Michigan law.

It's been our goal for some time now to institute a uniform weekly pay cycle for all employees but this requires both federal legislation and major changes to our present labor collection/payroll system.

Action is underway in both areas and our present goal is a uniform weekly pay cycle for all employees by the end of 1981.

Q: I'm the ticket clerk at Aurora and would like to know why the *Desert Wind* is scheduled to leave Ogden at exactly the same time that the *San Francisco Zephyr* arrives? That's a pretty bad "connection," isn't it?

A: As of October 28, the *Zephyr* will be using the Borie cutoff, at Cheyenne, and saving some time that will allow the schedule to be changed. A connection at Ogden will be made at that time.

The October 1 timetable, in which you probably saw the times, showed a projected October 28 schedule for the *Desert Wind* and an October 1 schedule for the *Zephyr*.

Q: When the Northeast Corridor Improvement Project is finished, will track maintenance be done with small section gangs like those used on the Union Pacific? I hear they've done an excellent job using this method.

A: We'll be using both methods—high speed production gangs, especially for surfacing and lining work, and basic maintenance gangs for spot and other corrective work.

We also anticipate individual interlocking gangs because of the many interlockings in the corridor.

Q: When are the U.S.A. Rail passes going to be restored?

A: We are reviewing our policy at the present time. Before the pass is brought back, we want to make sure that there is enough space so that people can use it.

Right now, the reintroduction date is uncertain but it will not be before the first of next year.

In the meantime, Amtrak personnel can point out to potential customers the advantages of using the several available discount fares.

Hot Line

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

8 a.m. to 8 p.m. (EDT)
Monday through Friday

Q: Here at Denver, I receive many complaints about the dirty windows on the *Zephyr*. I know the washers have been sent back for retrofit but it's been over a year since we've been able to wash windows here. People pay money to ride our trains and they get to look at the scenery through dirty windows.

A: Your concern is well founded. When these units were first received, there were many complaints about their out of service time.

The manufacturer did agree to retrofit a prototype that was put in service in San Diego to see how it performed.

Only after Amtrak reviewed those results were instructions issued to return all units for retrofiting. There is one unit now at the plant that has been accepted by our quality assurance people and it will be shipped to Denver in the near future.

Q: We could maintain a large amount of business from Wichita, now that the *Lone Star* is gone, by promoting the fact that Newton, Kansas, on the *Southwest Limited's* route is only about 20 miles away. Our timetables should show that Wichita is close and our people in the res centers should be aware of that too. Also, instead of disconnecting the telephones in Wichita immediately, we should have callers there be referred to either our number at Newton or our 800-series number. And when the next Wichita phone directory comes out, it should list the Newton ticket office as a place where they can get information.

A: We plan to show Wichita in parenthesis next to Newton in our next timetable. Alternate boarding points for customers whose normal train stops were discontinued are being highlighted in ARTS.

The section reserved for stops like Wichita in the city profile information will be retained. A reference to adjacent boarding points will be substituted for station information.

Q: I'm a block operator at Arsenal Tower, Philadelphia. My complaint

is about the current train order Form 19s. What's happened to our procurement department? Don't they ever talk to anyone who uses what they supply?

Our new Form 19s are printed on paper almost twice as thick as the old tissue. We can't carbon as many now as we used to.

That may sound like a small point but consider that quite often we have to hand these orders to all conductors and engineers on all trains and that the rules also state that an order must be repeated to a dispatcher every time it is recopied. That's a lot of work.

Please bring back the old tissue paper train orders before some of us need a hand transplant.

A: The paper weight problem has been recognized. We have changed vendors and the forms are being printed on the original type of tissue. When you order a new supply, you will find they are on the thinner paper.

Q: I work in the suburban station building in Philadelphia. With the continuing need for blood, I think we should have a blood bank come around to the different locations at Amtrak to have employees donate.

A: The labor relations and personnel office in Philadelphia has taken steps to have the Red Cross blood program initiated at various locations in the Northeast Corridor. One such site will be Amtrak's suburban station office.

Q: I work on the Harrisburg-Philadelphia line and our major problem, with winter on its way, is equipment.

Our old cars have seen millions of miles and now we're leasing some equipment from New Jersey. I'm told we could lose these cars at any time. Is there any plan for new MU cars for this area?

Another thing! The station at Harrisburg is in pretty bad shape. With the number of people who use it, something should be done.

A: First, the cars leased from New Jersey—the *Jersey Arrows*—are not likely to be recalled until 1982 or 1983. And we are planning to replace

them with new multiple-unit cars. Amtrak's budget for fiscal year 1981 contains funding for purchase of new MUs for a replacement program.

We have it in mind to improve Harrisburg. Some work is awaiting bids, other work is already in progress. Still other projects, like painting and repairing walls, are considered "winter-time" jobs and will be accomplished during inclement weather.

Personnel Hot Line

Because many Amtrak employees at outlying locations do not have access to a personnel office, a toll-free telephone number has been made available for inquiries regarding benefits and salary administration, affirmative action, manpower development and training, labor and employee relations and other employment-associated topics.

The number to call from anywhere in the United States is 800-424-5190. District of Columbia employees should call 383-3636.

The hot line will be in operation 24 hours a day, seven days a week.

Callers should leave their name, address, work location and home and business telephone numbers so that a reply can be returned.

Callers should state questions clearly and limit calls to three minutes.

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STAFF

Editor

Ed Wojtas

Circulation

Marguerite Broyhill

Reporter

Debbie Marciniak



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Conductor Retires Along With Hilltopper

As the *Hilltopper* rolled quietly through scenic Virginia, Conductor Cleo Stafford Jones made the journey more interesting for his passengers by telling them of the historical significance of cities and towns along the route. For example, just before the *Hilltopper* reached Appomattox, Jones announced over the train's public address system that this was where General Robert E. Lee had surrendered to Union General Ulysses S. Grant to end the Civil War.

Fondly, and obviously, tagged as "Casey" by his fellow railroaders, Jones was the *Hilltopper's* conductor between Petersburg and Roanoke, Virginia.

The son of a railroad man, Jones started working for the Norfolk and Western as a brakeman in 1936. His father, also a railroad conductor, began his career with the N&W in 1909.

Jones was the epitome of railroad conductors. From his crisp white shirt to his well shined shoes, he projected a grandfatherly image. Passengers could see that he took his job seriously. So seriously, in fact, that he went above and beyond normal duties to

make sure his passengers had an enjoyable trip. Jones wanted his passengers to be as comfortable as possible. That's why he did so many "extra" things for them. It was common to see Jones helping passengers with their luggage or discarding a passenger's food tray. Jones, whose motto was "the public is right, regardless," believed that good service would encourage people to travel on Amtrak.

As conductor, Jones was responsible for the safety of passengers and crew, as well as the train itself. He made sure that all rules were followed by the crew and that everyone had a ticket. Once, someone jokingly told him that they had seen a mouse on board. His reply? "Make sure we get his ticket!"

Jones, who represented the brakemen as local chairman on his division for 24 years, retired along with the *Hilltopper* when it ended service on October 1.

He was sad to see the train die. "Ridership might have been better," he said, "if it had gone all the way to Chicago instead of only to Catlettsburg, Kentucky."

Jones' retirement will enable him to



Photo By Greg Scarnecchia


Conductor "Casey" Jones

spend more time now with his wife, Hilda, and his two children, Vicki Jean and Donald. Jones said that he won't just sit and let the world pass by. He hopes to keep busy and plans to do some traveling.

Jones has been conductor on the *Hilltopper* since Amtrak established the train. He was on the train when it started and he rode it to the end.

The story about "Casey" Jones was written by Greg Scarnecchia who is spending three months as an intern in Amtrak's public affairs department.

His trip with Jones was his first aboard a passenger train. Scarnecchia is a senior at Mt. Union College, Alliance, Ohio.

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