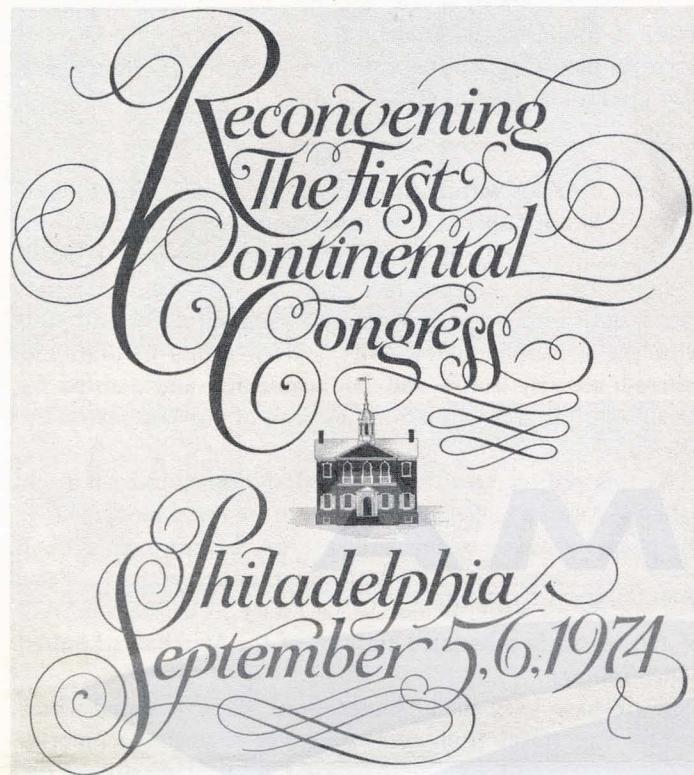


# Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Volume 1, No. 10

September 1, 1974



## \$21.6 Million For NYC-Boston Track Work

On Monday, July 22, the Secretary of Transportation approved the purchase of seven turbine powered trains for operation between New York and Boston. This release was important not only because it would bring the new French Turboliner to the east coast corridor; but because it went on to say that Amtrak planning for the northeast corridor included a "sharp reduction" in travel time for that segment and "improvement in the roadbed."

The time required for the New York-Boston run now with conventional trains is four and one-half hours. With the new turbine powered trains and with better track, the Secretary expects that time to be cut to about three and one-half hours. Significantly this statement which included the emphasis on

## Metroliner To Carry 200 Congressmen

The largest single movement of Members of Congress will take place on the afternoon of Friday, September 6th when an Amtrak Metroliner pulls out of Washington Union Terminal bound for Philadelphia. Already more than two hundred legislators have signified their intent to make this trip and as we go to press the list is growing. Never before has Amtrak been asked to provide transportation for so large and so distinguished a group. It has been rumored that even the President or the Vice President designate may be among those traveling on this special train. Because of the special security precautions which prevail, it will not be known until departure time whether or not the President will be aboard.

All of these dignitaries have been invited to travel to Philadelphia on Amtrak by Governor and Mrs. Shapp of Pennsylvania on behalf of the present Governors of the Thirteen Original States for the Bicentennial re-convening of the First Continental Congress. Two hundred years ago on

Continued on page 2, col. 1



"better track" and the "three and one-half hour" time frame leads to but one conclusion. The Turboliners will be operating at about 70 mph instead of the present 52-53 mph, with better schedule reliability and more comfort than before.

With these things in mind, Roger Lewis, Amtrak's President, proposed to the Board of Directors and the Board

Continued on page 2, col. 1

# Turbo & Steamboat Prove Fun Combination

Amtrak's Turboliner was the "hit of the day" in Chicago recently when 60 passengers boarded the train in a "holiday spirit."

The reason for the superlatives was that the group would ride the spanking-new Turboliner as far as Bloomington, IL,

## CONGRESSMEN—Continued from page 1

September 5, 1774 the first Continental Congress was convened in Philadelphia with representatives of the thirteen original states in attendance. On September 6, 1774 the merchants and businessmen of that city hosted their distinguished guests at a special dinner. Thus, the present governors are doing today, in 1974, what had been done two hundred years ago by inviting the Members of Congress to join with them in this first major bicentennial celebration.

When Amtrak was asked to participate in this historic event, everyone in the Pennsylvania host committee modestly looked forward to a reasonable turnout for their program. Amtrak agreed to do everything possible to assist them with their plans and to make the necessary space available for the travel to Philadelphia. Little did anyone dream at that time of the nature of the overwhelming response which has come in from Governor Shapp's invitations during the following few weeks. Even though Congress has been on summer recess, more than two hundred members plus their wives and guests have agreed to attend this ceremony in Philadelphia along with one hundred or more other high officials of the Federal Government.

It now appears that this will be the largest single movement of Members of Congress ever made at one time. This

then board the "old" Delta-Queen steamboat for a ride to St. Louis.

Dick Billings, Manager of State Bank Travel in East Moline, IL, said, "This group is excited because the trip combines the modern technology of today's railroads with the nostalgia of yesteryear's steamboats.

"I'm excited about this equipment (Turboliner). We usually travel on Mondays and Wednesdays to avoid crowds, but with more people riding Amtrak even today (Monday) is not a light day. I'm glad to see Amtrak picking up."

realization brings with it the necessity for special handling of the train and for special security precautions all the way from the Capitol grounds in Washington to Independence Hall in Philadelphia. These plans have been made under the supervision of Roger Grapes, Amtrak's Manager for Security and with the corresponding security staff of Penn Central. The railroad security staffs will be augmented and assisted by police of all jurisdictions from one end of the journey to the other.

As this project grew from a modest beginning to a major activity, Amtrak's plans had to change to accommodate all of the people who will be involved. At the present time plans will provide for a special six-car Metroliner set up and back. If this will not be adequate, it may be necessary to utilize a portion of the regularly scheduled train or of the Merchants Limited which follows.

There have been many Bicentennial ideas proposed which involve rail travel from such things as a steam locomotive powered train to travel coast to coast in the grand style of old railroading to a gala new Amtrak Transcontinental. Many of these proposals are just ideas and will never see the light of day; but we may be sure that whatever the Bicentennial year brings, nothing will surpass the historic significance to this rebirth of the First Continental Congress in Philadelphia.

## TRACK—Continued from page 1

approved a project in the amount of \$21.6 million for the improvement of track and roadbed between New York and Boston. This expenditure will result in improved service above the May 1, 1971 level.

At the same time, the Department of Transportation is working on a total \$60 million program for improvements along the entire corridor between Boston and Washington. A portion of those expenditures will be required to correct track and roadbed deterioration south of New York that has occurred since May 1, 1971. The restoration of track subject to such deterioration is not eligible for capital funding by Amtrak.

The total program will require additional coordination with the United States Railway Association (USRA), the Penn Central, Amtrak and DOT. Meanwhile, approval of the initial \$21.6 million by Amtrak's Board has made it possible to begin ordering long lead-time items and to commence engineering studies and equipment procurement.

## AMTRAK NEWS

### NATIONAL RAILROAD PASSENGER CORPORATION

Published bi-weekly for Amtrak  
employees and those of  
participating railroads  
engaged in passenger service

Published by the Department of  
Public Relations: Edwin E. Edel, V.Pres.

Address correspondence to:

L. Fletcher Prouty, Director  
Plans and Projects-PR-Amtrak  
955 L'enfant Plaza, SW  
Washington, DC 20024

NEWS Staff  
Joseph Vranich    Ronnie Daly

# Employee Safety Top Priority

## Safety

"Safety is of first importance in the discharge of duty and in case of doubt or uncertainty, the safe course must be taken. Employees shall comply with safety regulations and must exercise care to prevent injury to themselves or others. Employees will not be retained in the service who are careless of the safety of themselves or others."—from Amtrak *Rules of Conduct* distributed to all employees.

"I am the best friend you fellows have," Joseph Bonelli tells Amtrak employees everytime he meets them. He tells them this because he is bursting with facts about how to work safely and he energetically travels around the country to relate the importance of safety to employees.

Bonelli is Amtrak's Manager of Safety. He impresses upon each employee his interest in their well being and his desire for them to avoid injury.

"I tell them that 'Amtrak is going to make you work safely whether you want to or not. It doesn't take you any longer to do a job safely than to do it unsafely,'" said Bonelli. He added that his reception in the field has been "pretty good."

As former Safety Director on the Penn Central, Bonelli knows railroading and the peculiar problems inherent in train operations. He was hired by F. S. King, Vice President—Operations, in 1973 and was given a green light to establish a comprehensive safety program.

"There are three things management must provide its employees to insure safety," said Bonelli. "We have to provide a safe place to work, the proper

safety equipment, and clear guidelines. After we provide the employee with these, it is his responsibility to work his job the right way—the safe way."

His first task was to establish, print and distribute a set of "ground rule" safety instructions for supervisors in the Operations Dept. Every operating supervisor was brought into regional meetings and these rules were reviewed..

The second major task was to train new personnel hired to staff Amtrak repair shops and running maintenance facilities in Providence, Brighton Park, St. Louis and Jacksonville. Distributed at these facilities was a new set of Mechanical Department rules which spell out in precise terms how to work safely with equipment. Mr. King went over each rule with Bonelli to be sure nothing was overlooked.

Bonelli said: "We started with the basics in this field training. A few of the electricians and pipefitters had no railroad background and they needed a clear understanding of rail safety rules. Basic instruction was given in the proper manner of using the Blue Flag (a display signal indicating an employee is working on a car and such car may not be moved or coupled into until the flag is removed), jacking up a car, walking on the tracks, and coupling cars. Even some of the old-timers learned a few things."

About a dozen safety classes were conducted by Bonelli while employees were on duty. He would not call a Midnight-to-8:00 a.m. man in for an afternoon safety session. He went to them when they were at work, which meant a few sessions conducted at 1:00 a.m. in a coach.

Potential problems also catch the eye of Bonelli. In Brighton Park, for example, three overhead cranes are in use, so the entire shop was made a hard-hat area to protect employees working below. Oscillating lights and sirens are used to alert people when a train is moving.

"Let me tell you, the noise and lights really alert you," Bonelli said.

Even though Bonelli is assigned to the Operations Dept., he has begun to develop safety guidelines for other Amtrak departments. He is presently establishing guidelines for on-board and station



**Joseph Bonelli, Manager of Safety**

personnel in the Services Dept. Examples of what will be included: how to work the kitchen of a dining car to avoid burns; how to properly lift baggage to avoid sprains. Training classes will begin after the rules are finalized.

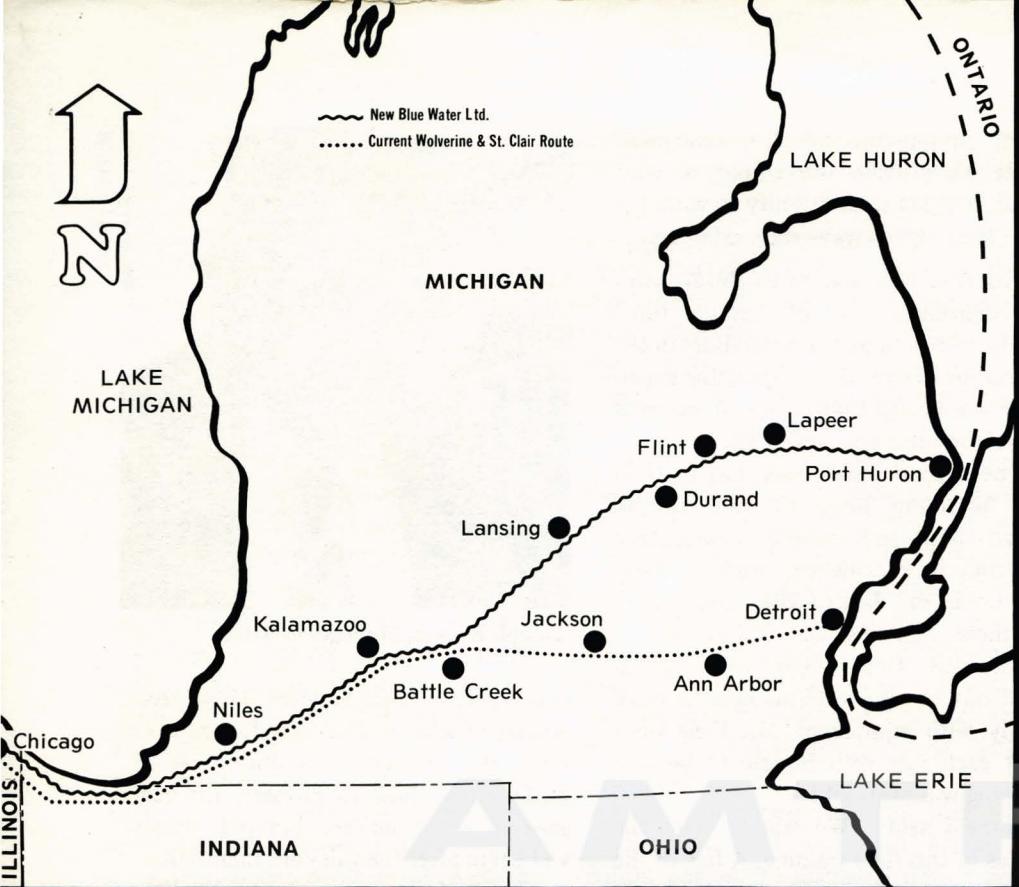
"Safety has no boundaries. I'll help anyone in any department in the company," said Bonelli. "We started in the Operations Dept. first because that's where the need was greatest."

Bonelli added that "many people don't know how hazardous cars and tracks can be. Therefore, we have to be sure everyone knows how to do things right to avoid an injury. Any company owes this effort to its employees, and I'm proud of the work Amtrak is doing."

By law Amtrak is required to report certain injuries and accidents to the Federal Railroad Administration, Department of Transportation. Bonelli also does this for all departments within Amtrak.

When a derailment occurs, Bonelli, along with other operating and mechanical experts, immediately go to the scene to perform an inspection. While doing so, he works closely with officials of the National Transportation Safety Board which has jurisdiction within the Federal Government to investigate railroad accidents and derailments.

When asked what employees could do to help him in his work, Bonelli replied, "Tell them to be careful on the job, to work safely, and they'll help. The most important person they'll be helping, though, is themselves."



## Port Huron-Chicago Inaugural September 13

Daring the fates, Amtrak and the State of Michigan have scheduled the inaugural run of Chicago-Port Huron service on Friday, September 13.

With inauguration of "The Blue Water", Michigan will become the fifth state to partially finance Amtrak service. Under Section 403(b) of the Rail Passenger Service Act of 1970, state or local agencies may request additional rail service if they agree to reimburse Amtrak for not less than two-thirds of the losses. Prior to start of "The Blue Water" at Governor William G. Milliken's request, four states had taken advantage of this provision: Illinois with four trains daily; Massachusetts, New York and Pennsylvania with one train each daily.

In addition to agreeing to pay for two-thirds of any losses associated with the new route, Michigan is financing most capital start-up costs. These included construction, already underway, of a new Port Huron, MI station; repair

of existing stations at Lapeer and Flint, MI and construction of a passenger shelter at Durand, MI. At Lansing, MI, where the old station has been turned into a restaurant, Michigan State University is providing use of a trackside building to serve as a station. Amtrak is repairing Battle Creek, Kalamazoo and Niles, MI stations—all stops on current Chicago-Detroit service—at its own expense.

The Blue Water will go into revenue service September 15, operating over Penn Central track from Chicago to Battle Creek and Grand Trunk Western track from Battle Creek to Port Huron. Three refurbished coaches and a refurbished snack-lounge car will make up the consist.

Start-up costs also include some track work: realignment of tracks at Port Huron for the new station and the building of an interchange at Battle Creek, where Grand Trunk Western and Penn Central tracks cross. Also under construction is centralized traffic control for a segment of Grand Trunk Western track in the Lansing area. When completed, the interchange and C.T.C. will cut 45 minutes from the train's initial schedule.

The new train will increase service between Chicago and Niles, Kalamazoo and Battle Creek to three trains daily. Governor Milliken's long-range transportation plans for the State of Michigan include several other improved rail services. A Jackson-Detroit train has been approved by Amtrak and is in the planning stages. Funds have been provided for improvements in roadway and stations on the Chicago-Detroit line.

Grand Trunk Western, owned by Canadian National Railway, operated Chicago-Port Huron and Chicago-Toronto rail passenger service until May 1, 1971.

### CHICAGO-DETROIT/PORT HURON-(TORONTO)

Read Down	(Local Time)			Read Up			
The St. Clair	The Blue Water	The Wolverine	Train Name	The Blue Water	The Wolverine	The St. Clair	
4:15 p	3:15p	7:45a	0	Dp. CHICAGO, IL (Union Sta.) . (CT) Ar	12:10p	1:45p	10:30p
7:10p	6:10p	10:40a	89	.....Niles, MI .....	(ET) 11:15a	12:50p	9:35p
8:10p	7:10p	11:40a	136	KALAMAZOO .....	Dp 10:15a	11:55a	8:40p
8:40p	7:50p	12:10p	160	Ar .....Battle Creek .....	Dp 9:40a	11:25a	8:10p
				160 Dp .....Battle Creek .....	Ar 9:35a		
				208 .....	8:00a		
				238 .....	Durand .....	f 7:18a	
				255 .....	Flint .....	6:38a	
				275 .....	Lapeer .....	f 6:10a	
				319 Ar .....Port Huron .....	Dp 5:15a		
				(via Canadian Nat'l. Railways)			
				0 Dp .....Sarnia, ON .....	Ar 11:15p		
				174 Ar TORONTO, ON (Union Sta.) .....	Dp 7:10p		
8:40p		12:10p	160	Dp .....Battle Creek .....	Ar 11:25a		
9:35p		1:05p	205	.....Jackson .....	10:30a		
10:20p		1:50p	243	.....ANN ARBOR .....	9:45a		
11:05p		2:35p	279	Ar .....DETROIT .....	Dp 9:00a		
				(via Canadian Nat'l. Railways)			
6:50a	6:05p	0	Dp	Windsor, ON .....	Ar 1:10a		
8:40a	7:55p	108	Ar	London .....	Ar 10:10p		
10:50a	10:10p	223	Ar	TORONTO, ON (Union Sta.) (ET) Dp	7:45p	12:05p	

## Chicago CRO Getting Better All the Time

The Chicago Reservations Bureau is a snappy operation.

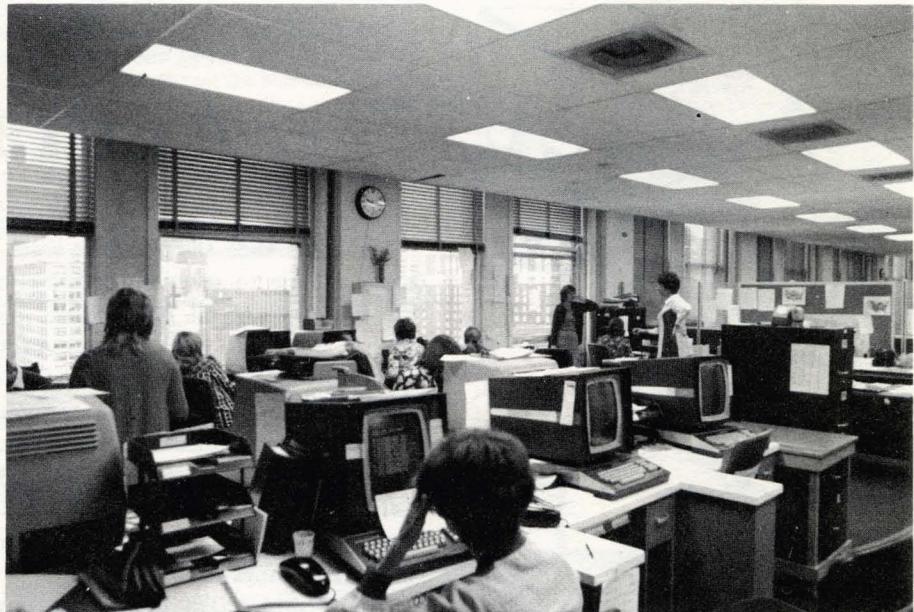
Example: A traveler in Chicago wants reservations on Amtrak to and from San Francisco. He dials a local Amtrak number, 786-1333, and the phone is answered after one ring. The pleasant voice on the other end of the line says, "Amtrak reservations, Keith Lowe. May I help you?"

The prospective passenger asks for schedule and fare information, decides to make a round trip reservation, agrees to have his ticket mailed to him, and is off the telephone in four minutes.

It wasn't always so. In earlier Amtrak days, this call would have required patience on the part of the passenger to get through the busy signals, and persistence on the part of the reservation agent who had to make a notation on paper diagrams in the Chicago bureau and wire the San Francisco bureau for return space.

Efficient? No. Aggravating? Yes.

But now that's changed. The transition from individual railroad reservation systems to Amtrak's ARTS system was no easy task. While much has been written about ARTS, it is important to acknowledge the contribution made to



Amtrak through consolidation of the various reservation bureaus in Chicago.

Development of the Chicago office was a major task. On October 1, 1971, Amtrak consolidated six separate reservation offices into one Amtrak office. Phased out were the bureaus of the Santa Fe, Illinois Central, Burlington Northern, Penn Central, Milwaukee Road and Chicago Union Station. Taking their place was the Amtrak facility located at 80 E. Jackson Blvd., the Santa Fe building.

JoAnn Connor, General Supervisor, in the bureau, recalls those maddening days: "We've had three basic phases at this bureau. We were on paper diagrams for about six weeks, then the Automatic Diagram Retrieval system (ADR), then ARTS. It was something when we first started. All the paper diagrams were moved over here one night from the other bureaus. We had approximately

30 R&I clerks then and an additional 15 on loan for six weeks."

The second phase was conversion to the ADR system. The paper diagrams were "loaded into" the ADR computer system on November 14, 1971, with most of the work done on overtime. Instrumental in the program at that time was Robert Dooley, former Director of Reservations, Information & Ticketing, now Director—Computer Systems. Helping him were Art Rondeau, George Meredith and Bob Bell.

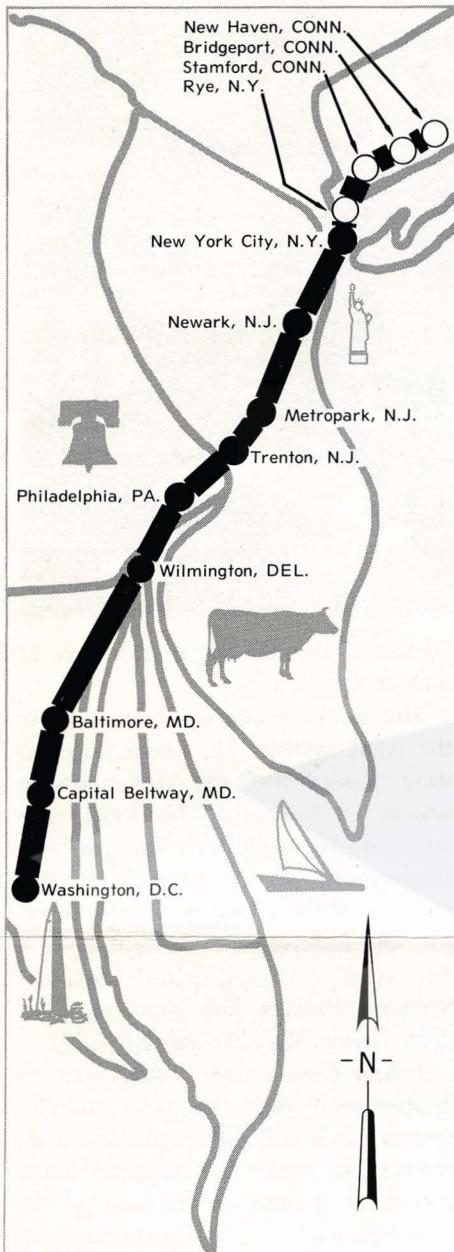
JoAnn Connor said, "ADR was an improvement over the paper diagram system but it still had limitations. Each reservation took five separate commands—or actions on the part of the reservation agent—to complete the reservation. A simple round trip reservation could take 15 minutes, in addition to a call or wire to another bureau for return space.

The Chicago Bureau went into its third phase on April 29, 1974, when ARTS was implemented there. Connor said ARTS came in while extensive hiring was underway, but the transition from ADR to ARTS went well.

A reservation is much easier to handle now with ARTS. It has eliminated calling another bureau to arrange return space, then calling the passenger again. With paper diagrams and ADR, most reservations involving a round trip required a total of at least three calls. With ARTS, one call—the incoming call

**Continued on page 9, col. 1**





○ New Haven-New York Metroliners weekdays, north and southbound.  
● N.Y.C.-Washington, D.C. Metroliner route. Not all stops are made by every Metroliner.

# Amtrak's Metroliner Service

The doors slide shut, a quiet voice—barely audible to most passengers says, "Metro Blue" as all doors close and another Metroliner begins to roll. A few passengers look at their watches and find that the minute hand is swinging through the scheduled departure time. The Metroliner has made a name for itself. It is an example of what can be done and it is Amtrak's most striking example of things to be.

More than 4,000,000 passengers traveled in the New York to Washington corridor in the first six months of this year and 32% of those (1,329,271) rode the Metroliner. Metroliner Service, inaugurated January 16, 1969, with one round trip daily between New York City and Washington, was the first major innovation in U.S. rail passenger service undertaken in more than twenty years. From that day on, it has won passenger approval.

Rhode Island Senator Claiborne Pell; Bob Nelson, Head of the Office of High Speed Ground Transportation during the Kennedy administration and a few others were right. Since the early Sixties, they had been lobbying for high-speed transportation as the key to easing congestion in the Northeast Corridor, where about twenty percent of the U.S. population lives on one percent of the land.

Their hypothesis had been that large numbers of travelers would return to rail transportation if fast, frequent, modern service was made available to them at an economical price. More specifically, their immediate goal was a

three-hour trip between New York and Washington, D.C. on new, advanced equipment. That was 36 minutes faster than the previous New York-Washington schedule and nearly an hour faster than average trains.

Every stage in the preparation for Metroliner Service involved innovations. The right-of-way between New York and Washington, D.C. had been electrified during the 1930s. (New Haven-Washington, D.C. and west to Harrisburg, PA. are electrified.) Track upgrading by the Pennsylvania Railroad included the addition of new welded bridges, interlocking crossovers and high level platforms at Washington, D.C., Baltimore and Wilmington. Most grade crossings were eliminated. For the first time on a heavily traveled U.S. main line, there was large scale use of welded track.

However, the equipment itself was the biggest advancement. Sixty-one self-propelled Metroliner cars were built by the Budd Co. of Red Lion, PA., with General Electric and Westinghouse producing electrical systems for Budd. (Coach electrical systems are Westing-

## Metroliner Revenue

Year	Total Revenue
1971*	\$17,833,495
1972	28,044,502
1973	32,143,661
1974**	9,914,312

\*beginning May 1, 1971  
\*\*Jan.-March only

house; Metro Club and Snack-Coach systems are General Electric designed.) They are the newest inter-city passenger cars built in any volume in the U.S.

Metroliner cars were designed to achieve operating speeds in excess of anything previously experienced on U.S. railroads. Specially modified Metroliner test cars have achieved speeds up to 160 mph on test track.

Each Metroliner car is powered by four 640-horsepower electric traction motors, the total of these four is equivalent of a diesel locomotive's horsepower. Train operation is computer controlled and almost automatic. The operator uses only one control to dial train speed from zero to a maximum of 120 miles per hour.

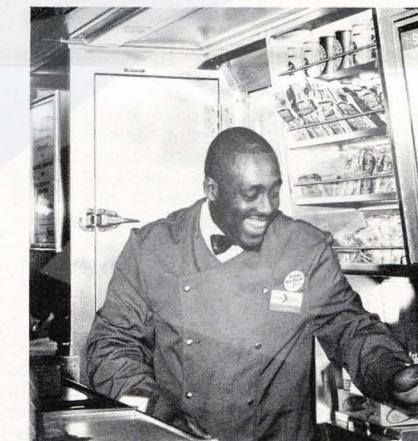
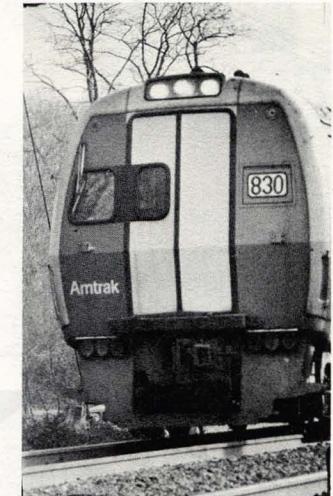
The typical Metroliner train consists of a Metroclub (luxury parlor) car, two coaches and a snack bar coach with total seating capacity of 246. Interiors are streamlined, clean and functional. Metroclub cars provide hot meals on trays at passengers' individual seats. Snack-bar Coaches provide hot and cold food items for coach passengers which can be eaten in the snack area or carried to seats. All trains serve cocktails and mixed drinks and Metroliners have onboard telephone service.

Public reaction to the revolutionary new service was immediate and enthusiastic. Each increase in Metroliner frequency by the Penn Central spiraled ridership upward. By the second anniversary of Metroliner service, seven

Continued on page 8, col. 1

3-hour, 225 mile-service between Washington, DC and New York City southbound: train #s 101, 103...133 and 137 Lv. NYC every hour on the half-hour weekdays from 6:30 am-8:30 pm and 9:45 pm Sunday only lighter schedules on Sat., Sun., and holidays northbound: train #s 100, 102...120 and 124, 126...132 Lv. Washington, DC every hour on the hour weekdays from 6:00 am-8:00 pm lighter schedules on Sat., Sun., and holidays self-propelled electric equipment consists are 4 or 6-car seating capacity: metrocoach-76; metroclub-34 and metro snack-bar coach-60

Penn Central track home maintenance base: PC yards, Wilmington, DE also serviced at: Union Sta., Washington, DC and Sunnyside Yards (New York) carry-on baggage only on-board telephone service Priority Express Service between NYC and Washington, DC



R. Daly photos

## The Crew

- 1 Conductor
- 2 Trainmen
- 1 Metroclub Attendant\*
- 1 Snack-bar Attendant\*\*

\*Not all Metroliners have a Metroclub car.

\*\*One attendant for each Metro Snack-bar Coach in the Consist.

Center, an artist's sketch of Metroliner-type coaches on order from the Budd Co. Above, Snack-Coach Attendants T. E. Bailey (right) and J. A. Logan. At left, Trainman Harry J. Hanbury and Conductor Kenneth B. Goodson.



Consists vary from 4-6 cars depending upon the day of the week and time of day. Not all Metroliners have Metroclub service.



R. Daly Photo

#### METRO—Continued from page 7

round trips daily were scheduled and nearly two million passengers had been carried on some 6,500 trips. When Amtrak took over inter-city rail passenger service on May 1, 1971, two more Metroliner round trips were immediately added, bringing the total to nine.

Both ridership and revenues continued to climb under Amtrak's management. August 1973 marked the seven millionth Metroliner passenger. In October of that year, service was increased to 15 round trips on weekdays. As of March 1974, over eight and one-half million passengers had ridden the Metroliner and nearly one quarter of a million passengers rode the Metroliner in that month.

There is another side to the Metroliner story. Marketing strategy was, and continues to be, as innovative as the new service being sold.

The high-speed Metroliner has put rail transportation in a position where it can compete directly and quite successfully with the airplane and the automobile.

"Speed and train frequency have given us a good set of train combinations between major cities in the Northeast Corridor," Vice President Harold L. Graham said. "Here we have a situation, particularly between Philadelphia-New York and New York-Wilmington where the train is actually faster on a door-to-

door basis than the airplane. And it is certainly faster than driving."

"It is very apparent that speed is the key," Graham said. "We have found that as speeds approach 110 mph, we have become extremely competitive with all other modes of transportation within ranges up to 300 miles." He also noted that "the addition of new equipment on a route without accompanying increases in speed has been shown to have very little effect on ridership where the route distance and trip time make the train non-competitive with air and auto."

The competitive situation with both air and auto has opened up to the Metroliner a large segment of the traveling public not normally disposed to travel by train—business travelers.

"The Metroliner name and the quality of Metroliner service also are factors that have permitted us to get into the business market on straight hour-to-hour competition with air for origin and destination traffic," Graham said. "We carry about 30% of business travelers between New York and Washington, the highest percentage of business travel on any Amtrak route segment."

"Amtrak's experience with the Metroliner proves the value of an equipment type name in selling to the general public," Graham continued. "People say 'I took a Metroliner, not I took a train.' It has prestige value."

This prestige factor creates a public demand which carries over to conventional service ridership. Passengers will take a conventional train when a Metro is booked.

Conventional trains are able to benefit from Metroliner overflow partially because of the Metroliner's booking pattern. A high percentage of Metroliner tickets are sold in the last 72 hours before departure. Also, a large number of passengers will have reservations but not tickets, in many cases picking tickets up only about thirty minutes prior to departure.

Vice President Graham considers Metroliner's experiment with suburban stations at Lanham, MD. and Metropark, N.J. "terribly important for the future of corridor travel." "In the future Amtrak must take a closer look at the suburban driving market," Graham said. "We must have suburban

Continued on page 12, col. 1

- 1961 Doyle Report, source of both Metroliner and Amtrak ideas, presented to Congress.  
1962 Rhode Island Senator Claiborne Pell lobbies for high-speed rail transportation to ease congestion in the densely populated Northeast.  
1963 Northeast Corridor Project set up in Commerce Department to examine rail passenger service between Boston and Washington. Headed by Robert Nelson, a former professor of transportation economics at the University of Washington.  
1965 President Johnson signs High Speed Ground Transportation Act authorizing Commerce to "contract for demonstrations to determine the contributions that high-speed ground transportation could make to more efficient and economical intercity transportation systems."  
1966 Commerce and Pennsylvania Railroad contract for a two-year demonstration project in the Northeast to "measure and evaluate public response to new equipment, higher speeds, variations in fares, improved comfort and convenience and more frequent service." Robert Nelson to head the project.  
1966 Pennsylvania Railroad spends \$1.5 million for track work on 22 miles of number 3 main line track between Trenton and New Brunswick. Track upgrading eventually included various parts of the Washington-New York route with new welded bridges, interlocking crossovers and high level platforms at Washington, Baltimore and Wilmington.  
1966 Contract signed with the Budd Company of Red Lion, PA for self-propelled cars, later called Metroliners. A total of sixty-one built. Forty-nine are owned by the Penn Central Railroad; twelve by the Budd Company. (Amtrak currently is negotiating for their purchase.)  
Spring 1967  
Office of High Speed Ground Transportation is transferred to the newly created Department of Transportation (DOT).  
January 16, 1969  
Metroliner Service begins with one round trip daily between New York and Washington.  
August 16, 1969  
Computerized reservation and ticketing begun for Metroliners.  
March 16, 1970  
Capital Beltway station opened at Lanham, Md.  
May 1, 1971  
Amtrak takes over Washington-New York services with DOT under existing demonstration project contract. Two roundtrips added, bringing total to nine.  
August, 1973  
Metroliner carries seven millionth passenger.  
October, 1973  
Metroliner service increases to 15 round trips on weekdays.

#### CRO—Continued from page 5

placed by the passenger—is all that is needed.

With ARTS, the average time spent per call in the Chicago Bureau is three-and-one-half minutes. Consequently, the greater productivity available through ARTS results in improved service to the public and greater productivity in Amtrak employees.

The bureau covers Minnesota, Wisconsin, Iowa, Missouri, Illinois, Indiana, Michigan, Ohio, Kentucky, Tennessee, and the Omaha area of Nebraska.

The Chicago office easily handles 1,000 calls per hour. There are 93 positions available but not all are in use at the same time. Each position is vacant for part of the day because of lunch breaks and equipment breakdowns.

"The time of day when our call volume is heaviest is between 10:00 a.m. and 2:00 p.m. This is true here in Chicago as well as in New York. We have all positions manned when calls are heavy," said Roy Nyquist, CRO Manager.

During the weekday peak hours, there are 90 to 100 agents on duty. From 11:00 p.m. to 7:30 a.m., there's an average of six people on duty who can easily handle the number of incoming calls.

"Since the middle of June we've been holding our own," said Nyquist. "We handle an average of 97 percent of all calls offered by the public. This runs from a low of 9,000 to a high of about 14,000 per day. The number of calls on Saturday and Sunday are low but Monday is high. I think this is because people read newspaper travel sections on Sunday, plan their trips and call us on Monday."

Bureau Supervisors Pete Stewart and Phil Paden, along with JoAnn Connor, agree that the "most difficult" time experienced by the Chicago office (other than its original consolidation), was immediately after President Nixon made his famous "energy crisis" speech in the Autumn of 1973.

"During the week of October 28, 29,000 calls were offered to the bureau," said Connor. "After the President's speech, things changed rapidly. We were offered 49,000 calls during the

week of Nov. 11, and 55,000 calls during the week of Nov. 18. It was unbelievable. Now we're equipped to handle 80,000 calls per week, and few are lost."

The old-timers at the Bureau pointed out that they are particularly proud of the role they have played in establishing Amtrak on a sound footing not only in Chicago, but "throughout the country in an indirect way." JoAnn Connor said, "Chicago was the first reservation bureau for Amtrak. We set up procedures and policies and manuals which were used elsewhere. Most of us feel we've been in a position to help the company."

"We've always been an experimental office ever since our first day when the idea of centralizing bureaus was done here," Connor continued. "While we had some rough times, I think we managed pretty well."

The bureau is staffed by an interesting mix of people. JoAnn Connor said that some of the personnel have railroad and some airline backgrounds. Many are from training schools in Pittsburgh, Min-



J. McCowan photos

neapolis and Kansas City. They graduate from these schools with a high degree of knowledge about geography and transportation, and Amtrak gives them further training to familiarize them with the railroad network and the ARTS system.

All of this means that a person living in Chicago, calling for a train reservation, now finds it a simple, easy task. It is the result of centralizing the Chicago Bureau, equipping it with ARTS, and staffing it with a new breed of reservation agents.



TRYING IT ON FOR SIZE. Adam Elman of Kent, Ohio has a few years to go before he can fill Trainman Allen (Tiny) Littrell's uniform. Adam met Trainman Littrell on a February 10th trip from Portland to Seattle on Amtrak's "Puget Sound". His mother writes "We would be flattered to share Adam's picture with your employees. We heartily approve of Amtrak."

## The Adirondack A Promising Beginning

Particularly since the energy crisis, there has been much talk about grass-roots support for rail passenger service. The best and most dramatic illustration of this re-awakened enthusiasm for trains is an Amtrak inaugural.

Latest addition to the Amtrak system was Albany-Montreal service inaugurated August 6. For the first time in over three years, a passenger train made the 381-mile daylight trip along the Hudson and Lake Champlain.

Its return was noted. Hundreds gathered at each stop along the Adirondack's route. It almost seemed to those on board—press; officials of Amtrak; D&H Railroad and New York State—that each town was vying with its neighbors for the most spectacular display.

Amtrak inaugurations, and the Adiron-

dack's certainly was no exception, are impossible to describe. One has to feel first hand the excitement generated by all those smiling, waving people snatching at Amtrak hats, pins, balloons, any reminder of the day's events. A photograph can capture the sense of numbers, the crowds packed onto small station platforms. But the vitality of the scene has to be experienced.

Bands, banners and babies are standard on-the-platform inaugural fare. However, Upper State New York had its own version. The "band" at Ft. Ticonderoga was colonial; costumed characters from a current production of "Pinocchio" danced on the Saratoga platform, and a display of antique automobiles and an enormous toy train set shared the Plattsburgh platform with 700 or 800 people.

Local newspapers had done their advance work well. Governor Malcolm Wilson was on the inaugural train, from Albany to Whitehall. New York residents knew it. They waited at the stations with signs welcoming him.

Both Governor Wilson and New York Transportation Department Commis-

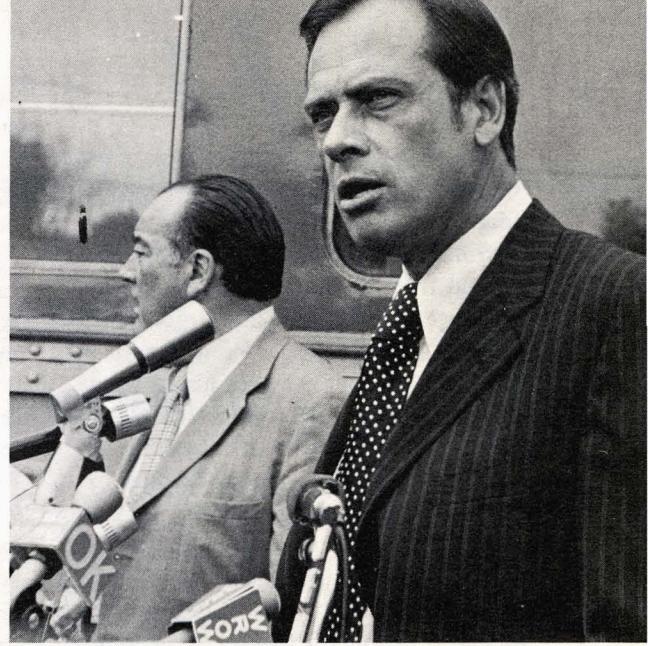
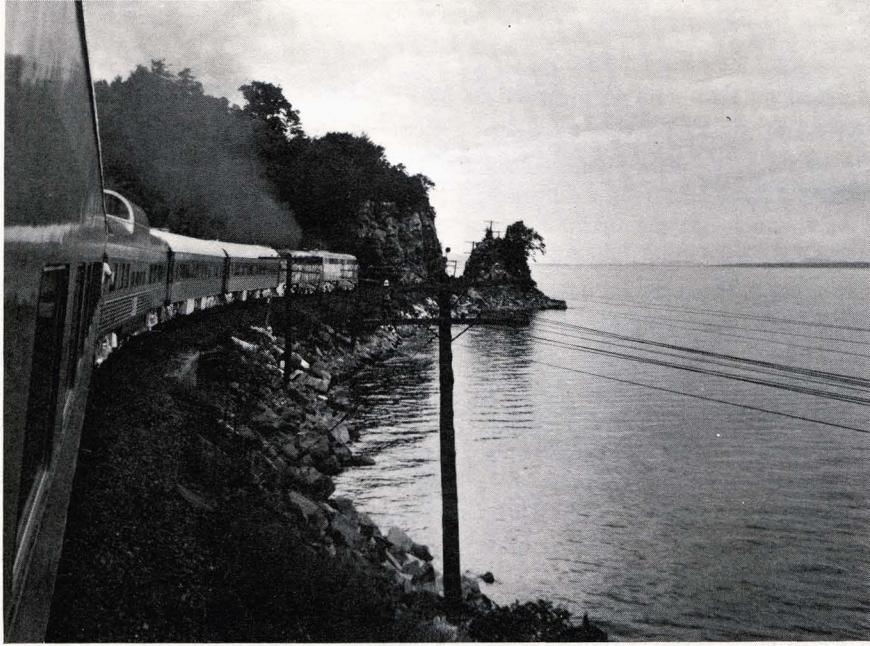
sioner Raymond T. Schuler spoke to the crowds. Governor Wilson stressed that the Adirondack was only the beginning of a major new program of rail improvements across New York State.

Initiation of the Adirondack was a cooperative effort—between New York State, D&H Railroad and Amtrak—and its inaugural was carried out in the same spirit. Amtrak PSRs in red, white and blue and D&H women in grey and blue uniforms served as joint on-board hostesses. At stations, everyone from Amtrak Vice President of Marketing Harold L. Graham on down could be found shaking hands and handing out hats and buttons.

What is an Amtrak inaugural? Be it in New York State, California or, this month, Michigan, it is an exhilarating, optimistic experience.

Below: Sue Stevens, Amtrak Public Relations. Top, right: NY Transportation Dept. Commissioner Raymond T. Schuler. Center: NY Gov. Malcolm Wilson. Center, right: Harold Graham, Amtrak VP Marketing. Bottom, right: David Watts, Amtrak Director State & Local Affairs (left) and New Yorker Magazine Editor Rogers E.M. Whitaker. R. Daly photos





## METRO—Continued from page 8

stations capable of parking large numbers of cars in order to get people 'door-to-door' in congested inter-city corridors. We've got to get the passenger to and from his house. If it's easier for a passenger to park at the airport, he'll fly." At Washington Union Terminal, the rail passenger can park his car inside the station and on return, the Metroliner conductor will call ahead to arrange to have his car waiting for him.

Despite a growing market, Amtrak has been unable to expand the availability of Metroliner space for over a year. Load factors have reached the practical maximum with existing equipment. (According to Peter Montague, Amtrak's Manager of Market Research, Metroliners had an average load factor for the first six months of 1974 of over 60%. Public transportation as a whole aims at raising load factors over 50%. The 60% average load factor included prime time Metroliners that ran almost 100% full and off-peak trains that usually ran at about 44% full.)

However, between April and August of 1975, Amtrak will receive 57 Metroliner-type cars from the Budd Co., the first of a total order of 257 cars from Budd. These 57 cars will make it possible to increase daily Metroliner-type service almost 100% between New York and Washington and also extend such service to Boston.

The new cars will not be self-propelled. This will give them a flexibility

advantage since they can be pulled by either electric or diesel/electric locomotives. Also, their maintenance costs will be lower than the current self-propelled cars which are the maintenance equivalent of individual locomotives. Like the present Metroliners, new Budd equipment will be capable of operating up to 120 mph.

"It is our intent to greatly expand service between New York and Washington with the first 57 cars on order from Budd," Graham said. "Our ultimate goal is a half hourly schedule with other innovations like non-stop service and skip stop service."

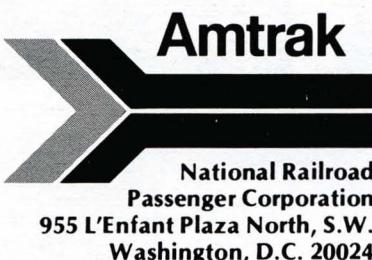
Above we mentioned Bob Nelson and the Office of High Speed Ground Transportation. After studying the Corridor and a number of options open for its development and fullest utilization, it became apparent to them that the "Northeast Corridor" really was a line extending from a southernmost point, perhaps Richmond or even Petersburg, VA. to a northern point, perhaps Augusta, ME. The reasoning behind such a model is based upon the demographics of that huge population pool. If Amtrak is to serve Boston and Washington with improved Metroliner service, then it is reasonable to plan to serve them beyond their city-center midpoints to tap the whole megalopolis and not just half of it. Although this objective was stated more than 10 years ago, present activity brings it closer to realization.

At the present time, Amtrak proposes

to spend \$21,650,000 for the improvement of track and roadbed between New York and Boston. This would be a part of an overall expenditure of \$60,000,000 which the Department of Transportation says is needed for similar work between Washington and Boston.

All of these incremental actions bring us closer to the goals established by the 1973 Regional Rail Reorganization Act which provides that Amtrak will, within two years, operate trains between New York and Washington in two hours and fifteen minutes and between New York and Boston in two hours and one-half and that Amtrak will acquire the track and roadbed property in the Northeast Corridor.

The Amtrak Board of Directors in July 1974 approved the expenditure of \$21,650,000 for track and roadbed improvement. This paves the way for future Northeast Corridor expansion. "In the minds of many people at Amtrak, DOT and Congress, the Northeast Corridor extends from Richmond, VA. to Boston," Graham said. "Our experience with the present New York-Washington, D.C. Metroliner service has been a good beginning. With the new cars and locomotives on order and with the track and roadbed work about to begin, we shall see a new extended Metroliner operation in the not too distant future."



First Class Mail  
U.S. POSTAGE  
PAID 1 oz.  
Permit 44651  
Washington, D.C.