

update



A Newsletter for Amtrak Employees

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APRIL 7, 1973

dot recommends additional funds

In a report citing Amtrak's "encouraging gains," the Department of Transportation has recommended that Congress authorize additional Federal funding to aid Amtrak in modernizing the nation's inter-city rail passenger system.

Claude S. Brinegar, the Secretary of Transportation, urged Congress to approve by July 1, 1973, legislation which would increase Amtrak's Federal loan guarantees to \$500 million. Present Amtrak federal loan guarantees amount to \$200 million.

The 110-page report also recommended that "Federal support of intercity rail passenger service be continued as proposed in the President's budget." The administration's budget called for a \$93 million appropriation for Amtrak for the new fiscal year.

In urging continued support of Amtrak, Secretary Brinegar cited several "indicators of progress" showing that Amtrak is rejuvenating rail service. These indicators were:

"—Ridership in the period May-November 1972 was 11 per cent higher than in the corresponding period of 1971.

"—The net cash loss from operations in fiscal year 1972 was \$152.7 million; the fiscal year 1973 loss is estimated at \$124 million. Under the route and service levels recommended in this report it is estimated to decline further to \$95.6 million in fiscal year 1974.

"—Revenue increased from \$150.5 million in fiscal year 1972 to an estimated \$179.4 million in fiscal year 1973.

"—Amtrak acquired its own fleet of 1,550 passengers and 420 locomotives.

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Each computer console in foreground enables its computer operator to control and monitor computer operations.

computers to speed amtrak ticketing

Millions of memory cells lie in wait at Amtrak headquarters in Washington, D.C. ready to bring the rail passenger reservation and information system into the computer age.

The advanced reservation and ticketing system, known as ARTS, is expected to whirl into service in time to handle reservations and information calls in limited areas of the country for the coming summer travel rush. It will be expanded in phases to include the entire Amtrak system by mid-1974.

A staff of computer experts headed by Robert J. Dooley, Director of Reservations/Communications, has been at work on the new system for almost a year.

When ARTS begins operation, a passenger may call a toll-free number to make a reservation or inquire about schedules and fares. His call will ring into an agent at one of five central reservation offices who will feed the information

into a visual display with a keyboard which looks much like a typewriter equipped with a television screen. The information will be transmitted via high speed data-telephone lines to the computer. The computer will make the reservation if that is what the passenger desires, or if he needs information it will feed back data on all trains for a particular destination on a particular date along with providing fare information. If a reservation is made, the system can send an advisory report via a printer or teletype to the station where the ticket will be picked up so it will be ready when the passenger arrives. Automatic ticketing machines are also included in the system.

The entire procedure takes only a matter of seconds.

The highest percentage of public complaints about Amtrak in 1972 was generated by the present antiquated reservation system, a carry

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Penn Central Conductor Tom McLaughlin views his first collapsible bike with some skepticism.



Mexican National's Chief of Passenger Traffic, Octavio Gutierrez de Velasco (far right); Amtrak Director of State and Local Relations, David Watts (second right); Mexican National Assistant General Manager of Traffic, Lic. Ernesto Ramirez Solano (second left) and Amtrak Marketing Vice President Harold Graham pause to look at route of Amtrak's Inter-American during recent meetings in Washington, D.C. Principal topic was the establishment of inter-line ticket agreements.

amtrak plus bike equals great fun

Spring is here and cyclists are returning to U.S. streets. Amtrak has good news for enthusiasts of this recently rediscovered sport. Now for a small two dollar handling charge, bicycles may be taken on any Amtrak train in the country that has a baggage car.

The imaginative cyclist located anywhere on the Amtrak system has many possible rail-bike excursions to choose from. For example, a Washington, D.C. cyclist may want to add some exercise to his Spring sunbathing trip to Florida or tour Montreal by bike or he could join the many bike riders in New Town, Chicago. Amtrak coach travel is particularly economical, and groups like American Youth Hosteling, Inc. can provide tips on inexpensive lodging.

Adding a bike to your rail trip is simple and convenient. Bikes do not have to be locked since all baggage cars are protected.

Each passenger is allowed to check two pieces of luggage free of charge in addition to his bike. A small service charge is collected for excess baggage depending upon weight and distance carried. Collapsible bikes may be carried onto the train as hand luggage and placed in vestibule or overhead luggage racks.

Six cities (New York; Washington, D.C.; Chicago; Minneapolis; San Diego and Los Angeles) have a limited supply of free cardboard bike cartons which offer additional bike protection. Cyclists can pack their own bicycles easily by removing peddles; loosening the handle bars and moving them downward.

dot funds

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motives. A major refurbishment program is under way.

"—New turbine-powered trains have been either purchased or ordered from U.S., Canadian, and French manufacturers.

"—Amtrak simplified tickets, timetables and fares; a new computerized reservation system is being implemented.

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dot funds

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"—On train services have improved measurably; train directors are being placed on most trains to supervise services."

The Department of Transportation identified four Amtrak routes as "having little or no potential" of supporting breakeven operations and recommended they be eliminated. These routes are between Chicago and Florida; between New York, Washington and Kansas City; between Washington and Parkersburg, W. Va., and between Richmond and Newport News, Va.

feb. better month for trains on time

On-time performance for Amtrak's nationwide rail passenger system rose slightly in February to 66.7 per cent, half a percentage point higher than in January, the corporation announced today in its regular monthly report.

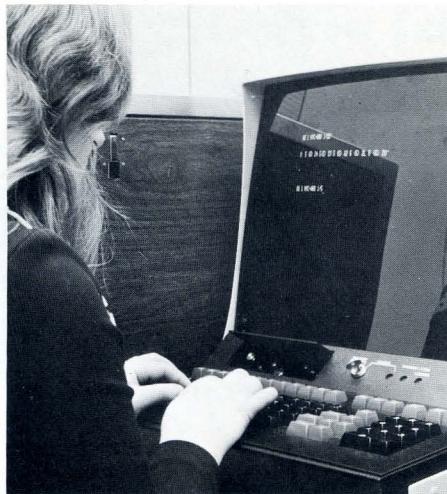
Showing the best performance for the entire system in February were the New York-Washington conventional trains, with 97.6 per cent arriving at their destinations "on time" under Amtrak's five-minute performance standard.

Other top performances were recorded on the Chicago-Milwaukee run, 94.3 per cent on time; Los Angeles-San Diego, 92.3 per cent; New York-Boston on the shore route 87 per cent; and Seattle-Portland, 85.7 per cent. The New York-Washington Metroliners were on time 77.5 per cent.

Outstanding on-time records were also reached by trains on two long-distance routes, Chicago-Minneapolis-Spokane and Chicago-Denver, with identical 87.5 per cent on-time performances.

Almost a third of all delays were caused by slow orders along the tracks. Other leading causes of delay were servicing in stations (caused primarily by winter weather), freight train interference, and equipment malfunctions.

An average of 48,626 persons rode Amtrak's trains daily during February, down slightly from the 50,445 daily average in January.



Reservation and ticketing clerk receives video confirmation of telephone request for train space.

new director sales

Roger W. Brown of Oakton, Va., has been appointed Amtrak's Director of Sales. Mr. Brown had previously served in the key Amtrak posts of Director of Personnel and Director of Labor Relations. In his new position, supervising the work of Amtrak's regional and district sales managers and sales representatives, he will report to Harold L. Graham, Vice President-Marketing.

Mr. Brown joined Amtrak in the summer of 1971. He previously had served as Corporate Director of Human Relations for the STP Corporation and as Vice President of Employee and Industrial Relations for General Dynamics/Resources Group. Earlier positions were with the North American Aviation Corporation and General Motors Corporation.



An inside view of an Amtrak ARTS system computer shows the intricate wiring required to store the memory cells.

computer age

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over from numerous different systems used before Amtrak assumed control.

Passengers have complained of reservation procedures which in some instances were reported to have taken hours—most of that time spent in efforts to get telephone calls into a reservation center. In many cases telephone trunk lines were loaded to capacity and the system could not be expanded without a major overhaul—considered prohibitively expensive in light of the coming computerized system.

The new streamlined \$7-million system is made possible by a pair of Control Data's 3500 computers and a quarter billion characters of mass memory storage data. The machine will store and retrieve information on reservations, fares and schedules for Amtrak's 220 daily trains serving over 500 communities. The system can process 18,000 new reservations daily while keeping two million reservations on file.

Amtrak's system includes a second 3500 computer which will serve as a back up. An automatic switching arrangement has been devised enabling the second machine to take over for the first machine in three seconds if needed.

The second computer's main function, however, is general purpose data processing for Amtrak. It will eventually process payroll, inventory control and perform other general accounting functions.



Glendale ticket clerk, George O. Maris is justly proud of his station. Thanks to Mr. Maris's efforts, the station's interior is as appealing as its lovely Spanish architecture.

glendale ticket clerk gives finishing touches to station

Glendale, California, has one of the most attractive and inviting stations in the country thanks to Ticket Clerk George O. Maris.

When he took over the essentially one-man operation of the Glendale Station on November 1, 1972, Mr. Maris decided the station interior could use a little "sprucing up." He decided to provide the needed touches himself.

Mr. Maris started by brightening the ticket counter, making it a ritual to provide vases of fresh yellow and lavender chrysanthemums. Next he added three wooden bowls to the counter display, filling the outside two with candy and the middle one with fresh mixed nuts. He began bringing in home-made cookies on a regular basis and supplying free

coffee every day. A specially printed card above this bountiful display reads "compliments of Amtrak."

His next investment was a bulletin board on which he placed pictures of modern and old trains and stations. Mr. Maris is particularly pleased with some night shots of his Glendale Station. The lighting effects on its Mediterranean architecture are magnificant.

His most recent and spectacular purchase for the station is a color television set. Waiting passengers can watch it in comfort, seated in new green and white and yellow and orange chairs compliments of Mr. Maris.

Mr. Maris is obviously enthusiastic about Amtrak and his own job. Aside from his efforts to beautify

baggage handling the amtrak way

Philadelphia 30th Street Station baggage personnel recently set an unofficial record for efficient baggage handling.

When 110 Miami-bound members of Tom Taylor Tours of Scranton, Pa. arrived at the 30th Street Station, they were met at curbside by baggage personnel. Baggage checks were immediately attached to each piece of luggage and all claim checks given to the tour director.

Tour members carrying only their hand luggage were free to board Amtrak's Silver Star. In the meantime, baggage personnel loaded the group's luggage directly onto the train's baggage car. All 154 pieces of luggage were loaded during the four-minute Philadelphia station stop without delaying the Star or inconveniencing the tour group. When the group arrived in Miami, their baggage was taken off the train and loaded directly on waiting buses.

Mr. Carroll Hines, Amtrak's Manager-Baggage is pleased with the success of this experiment in curb-side-to-baggage car loading and hopes to extend the service to other large groups. His department is encouraging all passengers to use Amtrak baggage cars when available rather than clutter vestibules and luggage racks with baggage. As proved in Philadelphia, it's a more comfortable and efficient way to travel.

his working environment, he has embarked on a one-man campaign to insure broad local distribution of Amtrak's timetables. He has agreements with local supermarkets and the post office to give them prominent display.

A Santa Fe Railroad employee for almost twenty-five years, his career has brought him many varied and interesting assignments including City Ticket Agent, Santa Monica; Supervisor-Reservation Bureau, Los Angeles; Cashier-Accountant Biltmore Hotel Ticket Office, Los Angeles, and Santa Fe representative in charge of troop trains during the Korean War.

amtrak adds fifteen electric locomotives

Fifteen sleek, high-speed electric locomotives will be added to the Amtrak fleet in 1974. Purchased from the General Electric Company for \$10.8 million, all fifteen locomotives should be in service by late 1974.

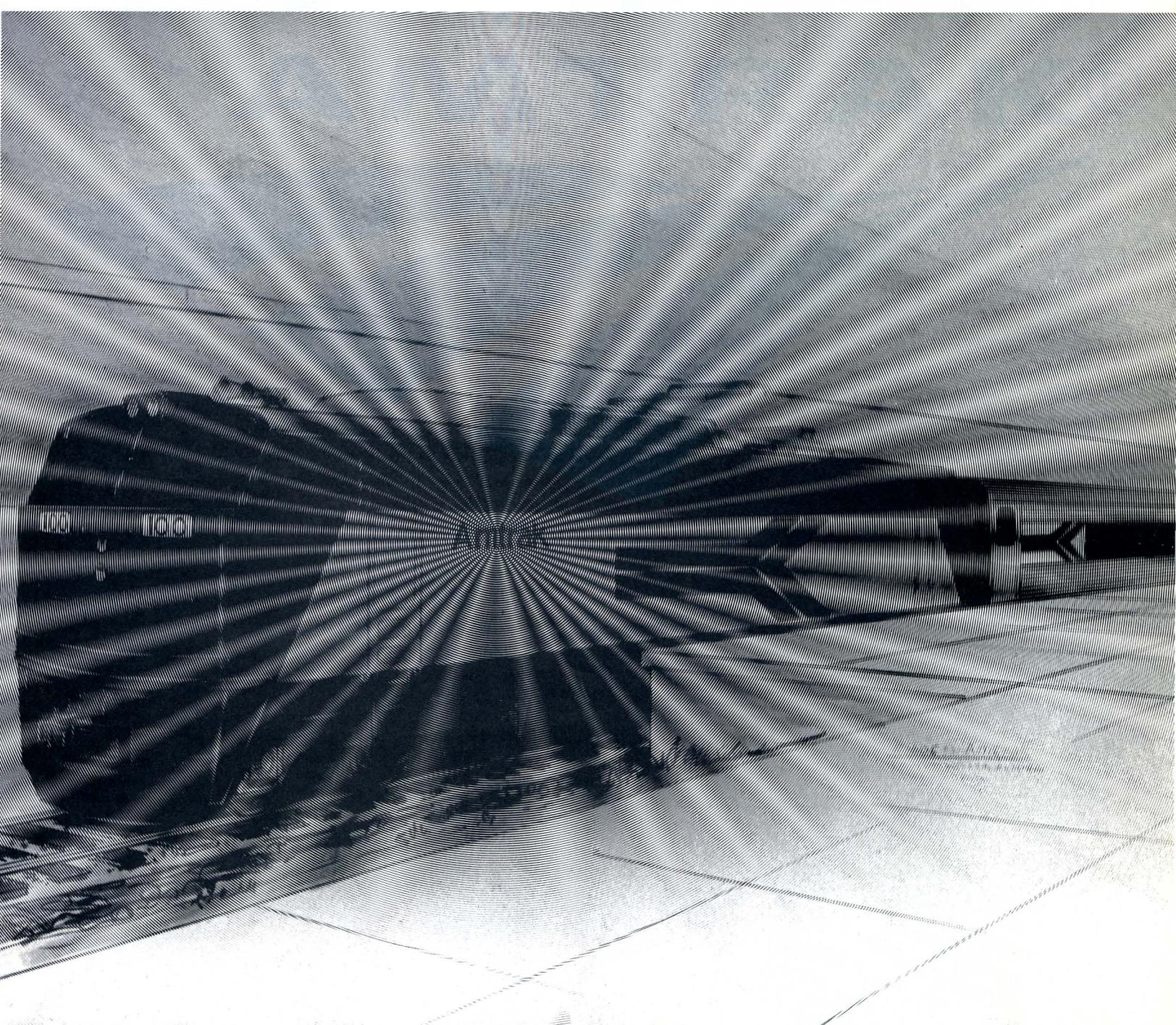
The new locomotives will be used on Amtrak's electrified routes: New York-Washington; New York - New Haven, and Philadelphia-Harrisburg. They will haul conventional type trains including New York-Florida, New York-Chicago and most of the

Washington-Boston trains.

Their advanced solid state circuitry and the improved design of major components will enable Amtrak to improve train reliability and on-time performance as well as reduce maintenance costs. Capable of operating on dual frequency and voltages, the new locomotives have a short time rating of 9,800 horsepower at 49 mph and an average continuous rating of 5,100 horsepower over a range from 56 to 120 mph. Thyristor controlled propulsion systems result

in smoother acceleration performance.

This is Amtrak's third new equipment announcement in five months. Earlier this year, Amtrak announced that it will put four high-speed turbine-powered trains into service in the Midwest; two from United Aircraft and two from ANF-Frangeco of France. Last November Amtrak placed an \$18 million order for 40 new diesel locomotives from the Electro-Motive Division of General Motors Corporation.



Amtrak

COAST DAYLIGHT COAST STARLIGHT

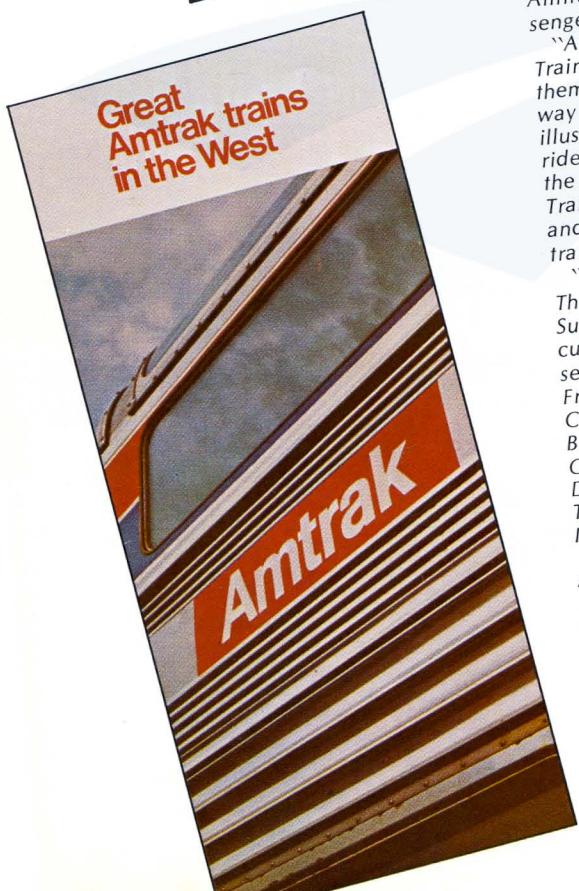
Four colorful new brochures provide an interesting sketch of the improvements Amtrak has made in rail passenger travel.

"Amtrak's Popular Eastern Trains" brochure carries the theme "Amtrak smooths your way from city to city" and illustrates what it's like to ride the Broadway Limited, the Florida trains, The Turbo-Train, Metroliner, Montrealer and other eastern corridor trains.

"Great Amtrak Trains In The West" describes Amtrak's Super Chief known for its culinary delights and superb service along with the San Francisco Zephyr, North Coast Hiawatha, Empire Builder, Sunset Limited, Coast Starlight/Daylight, San Diegan, Pacific International, Texas Chief and the new Inter-American.

The two other brochures on Amtrak's Coast Starlight/Daylight and Silver Meteor are designed for on-train distribution. They describe scenic areas along the routes and feature pictures of the dining car, sleeping accommodations, lounge and coach.

The brochures were produced by Amtrak's Advertising Department which plans similar material on a number of other Amtrak trains.



**Amtrak's
POPULAR
EASTERN
TRAINS**

BROADWAY LIMITED • SILVER STAR •
ONIAN • NIGHT OWL • SILVER METEOR •
CHAMPION • FLORIDIAN • METROLINER •
TURBOTRAIN • MERCHANTS LIMITED

MONTREALER/WASHINGTONIAN • NIGHT
LINER • TURBO TRAIN • STAR LINER •
CHAMPION • TURBOTRAIN • VACATIONER • BRO-

Amtrak

Amtrak

SILVER METEOR



indispensable travel planners

Two of Amtrak's busiest employees are Mrs. Ellen Wilkinson and Mrs. Lilly Borcherding, whose efficient services make it possible for all of us to travel to far-flung reaches of the railroad.

Ellen and Lilly operate Amtrak's travel desk and their phones never stop ringing with requests for space. Patience is their forte; frequently, carefully made travel plans for an Amtrak employee have to be changed at the last minute.

During a typical day at the travel desk, both women will prepare as many as 50 tickets. If the day gets unusually hectic, that number will climb to 75.

Ellen came to Amtrak in the fall of 1971 and was given the mission of setting up Amtrak's Travel Desk. She formerly worked for a research and development company in Falls Church and headed their travel desk for 11 years. Ellen is expert at arranging travel plans also. Her first job was with a travel agency and she has been in the business ever since.

choose from many wash. & n.y.c. tours

In co-operation with "Ask Mr. Foster," one of the country's major tour operators and travel agencies, Amtrak offers a program of package tours to Washington and New York.

"Great White Way/Invitation to Broadway/1973" begins at \$45.65 (Amtrak fares are extra) for three days and nights; a Broadway show and two guided tours. A choice of 18 hotels is offered; more shows and tours are included on four and five-day packages.

Washington's "Capitol Invitation/1973" begins at \$44 for three days and two nights with a selection of six hotels. It includes tours and such options as dinner at a famous seafood restaurant and a side trip to Shenandoah Downs raceway in West Virginia.

Ellen, now a resident of Arlington, is from Morgantown, West Virginia, where she attended West Virginia University. When not busily arranging travel accommodations at Amtrak, Ellen likes to read.

Lilly came to Amtrak about a year ago after 29 years with the Postal Service.

She served as Post Master in Sumner, Iowa, for several years and then was transferred to headquarters in Washington, D.C., where she worked in the Appointments section and later served as Congressional Liaison Specialist.

At Amtrak Lilly started as a receptionist. She heard Ellen needed help in Travel, thought the job sounded like an interesting challenge and decided to take it.

Lilly admires the determination she has seen on the part of employees to make Amtrak work. She considers Amtrak a fresh approach and is happy to see the enthusiasm.

Lilly's favorite pastimes include swimming—she swims every day in the summer—and golf.

The next time you are on your way to the West Coast on a business trip or taking your family to Florida, remember that Ellen and Lilly likely played a major role in getting you on the road.



Ellen Wilkinson



Lilly Borcherding

amtrak tour offers 6 days in colorado

One of the most popular of all U.S. rail tours, the annual "Springtime in the Rockies" excursion from Chicago to Colorado, has been scheduled by Amtrak for May 24-29.

Price for the six-day outing—which includes rail fare, a stay at Colorado Springs' Antlers Plaza Hotel, sightseeing and other extras—is \$175, or less than \$30 a day.

The escorted tour, an annual sell-out, is limited to 250 this year. It was operated for many years by the Burlington (now Burlington Northern) Railway before Amtrak took over passenger service on the line in 1971.

Departure is Thursday evening, May 24, from Chicago's Union Station with arrival on the Denver Zephyr the next morning. From Denver chartered buses will take the tour group to Colorado Springs with an en route stop at the U.S. Air Force Academy. A get-together cocktail party introduces the group to their Colorado escort.

There are three full days of sightseeing—Saturday, Sunday and Monday, May 26-28—with visits to the Garden of the Gods, Royal Gorge and an optional trip up Pike's Peak. The package includes a farewell dinner party at the hotel.

Return trip on the eastbound Denver Zephyr Monday night brings travelers back to Chicago at 10:45 a.m. Tuesday, May 29.

February 8, 1973

Dear Mr. Supoto and Mr. Batten,
 Thank you for the coloring books.
 Thank you for the crayons.
 Thank you for letting us see the inside
 of the train.
 Thank you for letting us see the Engine,
 the coach, the dining car, and the dome
 car.
 Thank you for letting us see the
 baggage room.
 Thank you for letting us see and go
 on the scale and elevator. It was scary

for some of us and fun for some of
 us. Most of us liked it.

Thank you for letting us see the
 ticket counter.

Thank you for letting us come.

Love,

The Morning Class
 Room 12
 Roosevelt School
 Wauwatosa, Wisconsin

Amtrak's largest and most unusual "thank you" note to-date was received recently by Roland Batten, Manager, Station Services, Milwaukee and James Suputo, Milwaukee's Gateman. The three by two-foot, pink and blue construction paper card was sent by the Morning Class, Room 12, Roosevelt School, Wauwatosa, Wisconsin. The forty-five members of Room 12, ages four and five, were thanking Mssrs. Batten and Suputo for

allowing their class to tour the Milwaukee station and Amtrak's North coast Hiawatha.

Several other Milwaukee area schools have requested and been given an Amtrak tour. Mr. Batten enjoys hosting these visits and feels that they are valuable opportunities to educate future travelers about Amtrak. Judging from the size and enthusiastic content of the Roosevelt School card, the children agree with Mr. Batten.