

update

A Newsletter for Amtrak Employees



VOLUME 2—ISSUE 4

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It probably wasn't true, as one Texan said, that the most exciting thing to hit the Lone Star State in decades was the inaugural run of Amtrak's Inter American on January 27th. But the train certainly did draw crowds all along its route. This group jammed the station platform so tightly at one stop, photographers were forced to climb the train order signal mast to get their pictures. (Additional pictures on Pages 4 and 5.)

texans welcome amtrak with cheers and crowds

A Texas sun glowing with the promise of a benign January day was rising over Fort Worth as the 164 passengers began boarding the gleaming, immaculate train. They were embarking on a 474-mile train ride and they were in a holiday mood. For 11 hours, they would be rolling south across the vast, mesquite-studded plains of the Lone Star State. For some of the travelers it was going to be one long party. For others, it was going to be a restful, pleasant journey. And for a few of the very young, it was going to be their first train ride. But for all it was an auspicious, historic event. They were aboard Amtrak's Inter-American on its inaugural run to Mexico.

Played aboard the train by a Mariachi Band complete with sombreros, Mexican costumes, and a trumpet that couldn't be ignored, the passengers ranged from jubilant Congressmen who were instrumental in obtaining the service to a troop of big-eyed, spic-and-span campfire girls on their first trip to Mexico. Train buffs ranged the coaches, discussing the train's equipment in arcane terms, peering in every corner, listening to every turn of the wheels and trading notes with their fellow enthusiasts.

Enthusiasm for the new train wasn't confined to the coaches. At every stop, city officials, and Chamber of

Commerce officers were on hand to welcome the train and its passengers with carefully-worded speeches and band music. Five minute stops stretched to 15 minutes but no one seemed to worry. It was an event to be marked with well-rounded phrases and Sousa's best even if it took a few extra minutes. Several times, long, piercing blasts from the engineer were required to get the passengers back aboard. One thing nobody wanted was to be left behind.

The fact that the new train didn't have a scheduled stop didn't deter an audience from gathering at the station. As the Inter-American zipped past one tiny hamlet, an impressed passenger remarked: "I know this town well. No more than 250 people live here and I'll swear everyone of them has come to the station just to watch the train go by." At still another village, a fond father had driven up in a "cherry picker." He filled the picker's bucket with as many little children as it would hold and then lifted the excited children high in the air so they could get an unobstructed view of the train.

The train created excitement and jubilation throughout its run. A few miles south of Temple, a cowboy deserted his herd long enough to race the train for a

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texas welcome (Continued from Page 1)

few hundred feet. Then he sent the Inter-American on the remainder of its journey with a happy wave of his ten-gallon hat.

A lot of trains have gone into record books, but the Inter-American may be the first one that interrupted a wedding. Raul Galindo, 23, of San Antonio, and Miss Anna Salinas, 19, had been married in a formal ceremony at the San Fernando Cathedral less than an hour before the train was due in San Antonio. Instead of going directly to the wedding reception from the Cathedral, Raul had the entire wedding party still attired in tuxedos and formal gowns detour by the railroad station so they could all welcome the new train.

No Texan aboard the train was more enthusiastic about the Inter-American than Harold E. Hadley, veteran Northern Pacific conductor. Mr. Hadley had taken the last passenger train into Laredo on September 21, 1970. The train then was known as the Texas Eagle. Now he was riding the first train into Laredo and he was enjoying every click of the wheels. "It's a good feeling," he said, "to have passengers back on this route. I think it has every chance of being successful."

But two men sitting in the diner said it for everybody. A localized fog had swirled in over the right of way and automobiles pacing the train on a parallel highway began to drop back in the mist. The train's speed never faltered, however, and one of the men remarked to the other, "If I were out there at the wheel of my automobile I wouldn't be making this speed."

His companion replied, "Yeah, and there's something else you wouldn't be doing."

"What's that?" his friend asked.

"You wouldn't be eating that good lunch," was the reply.

amtrak TV commercials begin

Amtrak's first television commercials began appearing on major television stations in Northeast cities February 14.

The 30 and 60 second spots feature Amtrak's high-speed Metroliners.

Television viewers watching news shows, Adam-12, Flip Wilson, the Tonight Show, Ironside and other favorites also see what its like to speed to New York or Washington on the Metroliner.

The commercials were produced by Amtrak's Advertising Department in conjunction with Ted Bates Advertising Agency. Film crews began work on the spots in December.

The commercials, showing a businessman, a mother and small child, a young couple and a waiter, feature both coach and Metroclub accommodations.

In addition Amtrak is sponsoring an advertising series called the Corridor campaign with large newspaper ads and radio spots carrying the theme "Easy Does It—Amtrak Does It." Radio commercials have been running in 44 cities as part of the nationwide campaign.

amtrak comes to rescue of snow-bound travelers

Amtrak came to the rescue of scores of stranded bus riders when a freak snowstorm paralyzed highway travel in Georgia and the Carolinas soon after the Penn Central strike ended.

Snow began falling in the Southeast on Thursday, Feb. 8. On Friday the fall increased and lasted through the night. On Saturday came sleet. Drifts as high as three and four feet were reported in places such as Columbia and Charleston, S.C.

The first cry for help came at about 9:30 a.m. on Saturday and was received by O. D. Curtis, Amtrak's manager of services in Richmond:

Would Amtrak please take care of some 200 stalled Southbound bus passengers at Richmond?

As Mr. Curtis got on the telephone to Amtrak's operations control, Greyhound passed along other news of still more hundreds of stalled passengers in Raleigh, Rocky Mount, Savannah and at other points.

Lou Maxberry in Amtrak's Operation Central Center called the day's duty officer, Everett Welch, in Los Angeles, and he approved acceptance of Greyhound transfer tickets.

A decision was then reached to add cars to all Amtrak trains headed south out of Washington through the snowbound area. At Jacksonville, some cars were taken off Miami-bound trains and dispatched northward.

As things heated up in the Washington operations control center, Steve Sparling, who normally works in reservations control, came into the office to help out. It was decided to take one coach off the Chicago-bound Floridian at Jacksonville and route it to the snow area.

Even though all highways were blocked, Amtrak's trains all got through. The only hold-up, according to M. L. Wadsworth of Seaboard Coast Line, who helped with the Jacksonville turnaround, was a 195-mile stretch between Florence, S.C., and Savannah, where signals froze. A few trains were delayed up to 2½ hours.

There was plenty of food on board, however, and passengers on at least one train, the South-bound Silver Star, were given a complimentary meal.

Seaboard Coast Line's main snowstorm-generated problem was in getting their employees to work through snow-blocked streets. In Florence, S.C., the railroad finally obtained some four-wheel powered vehicles which could bull their way through the drifts.

One Amtrak train rescued a snowbound maintenance crew caught between South Carolina stations.

Mr. Curtis estimates that Amtrak came to the rescue of at least 1,000 Greyhound passengers in the three-state area during the week-end emergency. Including other passengers unable to drive or fly to their snow-bound destinations, he estimates Amtrak may have carried 2,000 additional passengers in the two days of the emergency.

strike fails to strand amtrak passengers as result of careful planning, long hours

Amtrak was prepared and ready when the Penn Central strike shut down both passenger and freight operations over the entire P-C system at midnight February 7. Operations, Service and Marketing had spent long hours getting ready for the strike with the emphasis placed on developing plans which would allow Amtrak passengers to complete their journeys with the least amount of trouble. The strike lasted only 24 hours but Amtrak prepared for it as if it were going to last indefinitely. And the careful preparations paid off.

The first test of Amtrak's planning came at 10:15 p.m. at Washington Union Station when the Southern's Piedmont arrived from Atlanta, two hours before the strike deadline. Seven of the arriving passengers had continuing tickets on Amtrak's Night Owl. The "Owl" was held for a time, with the engine crew standing by in the event a last-minute strike reprieve should come. The reprieve didn't materialize, however, and at 10:45 p.m. the word came that the Owl was cancelled.

William Woods, Amtrak duty manager, and Terry Keeble, station passenger service representative, took the stranded passengers over and within minutes had them in cabs at Amtrak expense and on their ways to the Greyhound Bus Station to catch an 11:15 northbound bus.

Then two young Englishmen with Metroliner tickets in hand and only a vague knowledge of schedules, showed up, wishing to go to Philadelphia. Mr. Woods got them into a cab in time to catch that 11:15 p.m. bus, too.

The big crunch, however, came at 4:50 a.m. when the first of the big northbound trains from Florida began arriving. Washington, of course, was as far as the trains could travel. Amtrak's banner train, the Silver Meteor, was first. A. L. (Andy) Andrews, Amtrak's manager of station services, was at his post at 4 a.m. preparing for it.

Andy had a task force of three station passenger service reps, plus four Redcaps (now Amtrak employes) waiting. The passengers had been wakened and given breakfast as the train rolled through Virginia. In Washington they were quickly transferred within the station from the train to three waiting Greyhound buses—one express to New York, one with only a preliminary stop at Newark and another "local" which would make such stops as Baltimore, Wilmington and Philadelphia.

It all worked smoothly, and a similar procedure was followed for the other three daily trains from Florida as they arrived. Southbound passengers similarly were bused from northern cities to Washington's Union Station to board the Silver Meteor, Silver Star and Champion.

Both Eastern Airlines and Greyhound cooperated fully with Amtrak in keeping railroad passengers from being stranded.

Eastern immediately offered to accept Amtrak tickets in partial payment for Eastern Shuttle flights. On Thursday before the strike was terminated Amtrak passenger

sales personnel were assisting passengers at Eastern counters at National, Newark, LaGuardia and Logan Airfields.

Amtrak had previously made an agreement allowing Eastern to issue Amtrak tickets in case Eastern flights were cancelled during emergency conditions.

Pittsburgh became a focal point during the strike, as Wednesday's westbound National Limited and both the eastbound and westbound Broadway Limiteds terminated there.

Amtrak's manager of station services for Pittsburgh, Pat Mehlick, heard of the impending strike as he was returning from Florida.

Taking the westbound National Limited, Mr. Mehlick personally advised the 15 passengers for points west of Pittsburgh that a bus had been chartered to take them to their destinations. When they arrived in Pittsburgh, all was ready, and they continued west. Miss Gayle Walko, passenger service representative on the westbound Broadway Limited, compiled a list of airline, hotel and taxi telephone numbers for Pittsburgh. She advised her train's 100 through passengers that buses would be available to take them to Chicago or their intermediate points.

The eastbound Broadway's passenger service representative, Miss Jane Fuchin, also alerted her passengers that steps had been taken to speed them on their way if a strike occurred.

The westbound Broadway arrived first, shortly after 1:30 Thursday morning, and the passengers and their baggage were transferred as rapidly as possible. Mr. Mehlick and Miss Walko, helped the passengers board the three buses. Several passengers preferred to spend the night at Pittsburgh, and they were assisted in finding hotel accommodations.

Before the westbound passengers departed, the eastbound Broadway arrived, carrying 80 persons in the New York section and another 26 bound for Baltimore and Washington. Three additional chartered buses were available, and the passengers and their baggage were on their way again after only a brief delay.

Amtrak's Penn Station Services Personnel in New York met the challenge well, guiding scores of rail passengers to reserved buses.

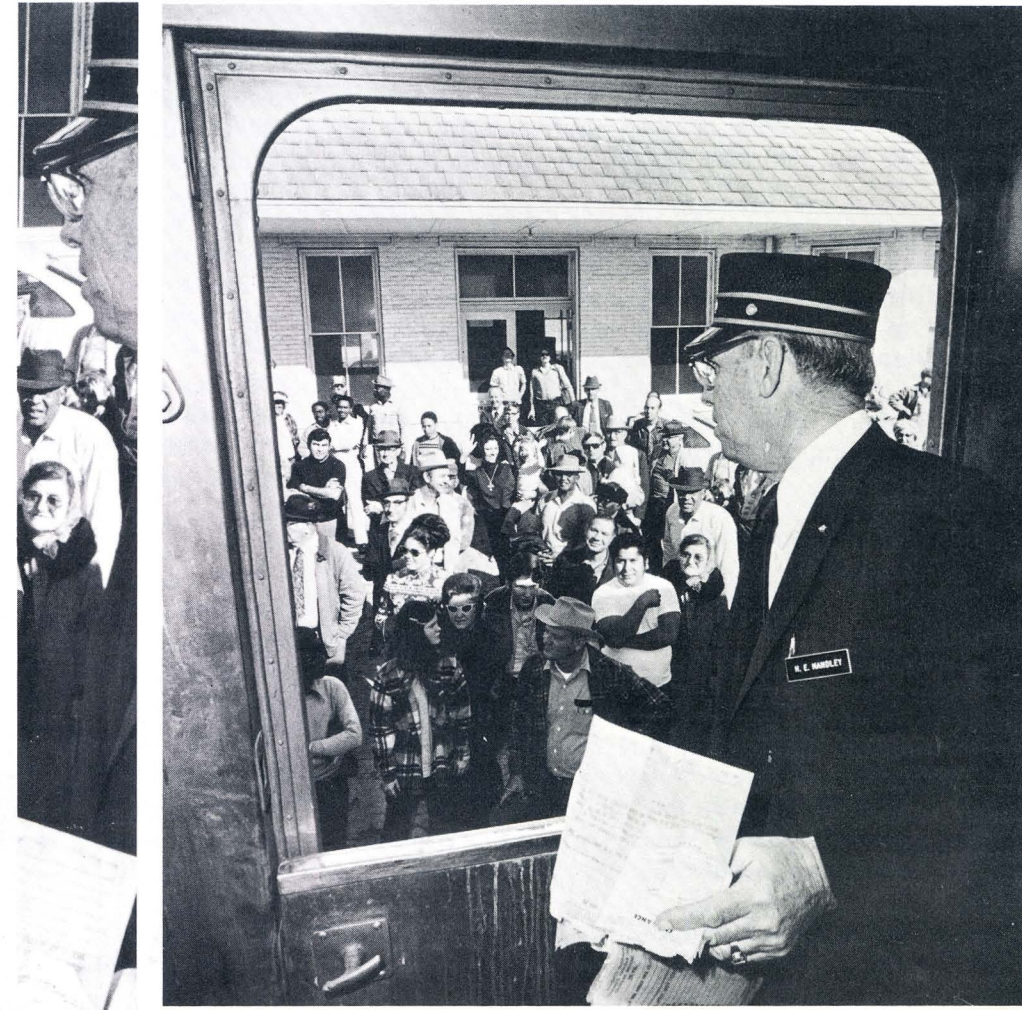
A crew of five persons—Paul Harris, Phil Jones, Gene Sherman, Bob Crawford and Jo An Pawlick—worked throughout the day and evening on Wednesday preparing for the strike. They stayed in nearby hotels so they could be on instant call.

Arrangements were made with Greyhound to bus Florida passengers to Washington to make connections with Amtrak's Florida trains. Agreements were reached with air shuttle services to honor Amtrak tickets.

Since the Penn Station PA system was not in operation, PSRs combed the station in search of Florida passengers, guiding them to the Metroliner Lounge. The PSRs informed passengers of strike contingency plans

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on the "railroad" to laredo



on-board service improvements

Cameras

This service has now been extended to the MONTREALER/WASHINGTONIAN and the COASTSTARLIGHT/DAYLIGHT. PSR's use the camera for photographing families, children and special groups. They give the passenger the photograph to keep as a souvenir of their trip. The camera is used mainly in the rec car, lounge car and Le Pub car as the supply of film is limited.

Sony Equipment

The use of the Sony equipment for broadcasting television programs has been discontinued. Instead, it is planned to use video cassette selected short subjects (in addition to the movies). A ski film is now being shown on the BROADWAY LIMITED. The film promotes "Big Mountain" in Whitefish, Montana, which can be reached by taking the EMPIRE BUILDER.

Stationery

Amtrak's specialized stationery is available to all priority trains. The stationery is a combination letter and envelope and carries the appropriate train name, i.e., "On Board The Coast Starlight/Daylight."

Live Entertainment Trial Program

Le Pub car on the MONTREALER/WASHINGTONIAN with the piano player continues to be received with overwhelming enthusiasm. Passengers have been joining in for a sing along with the piano player as well as requesting their favorite songs. On the piano player's breaks, taped rock music brings the younger crowd up for dancing.

A folk guitarist was featured on a trial run on February 9th through February 11th on Train 60 and February 10th through February 12th on Train 61.

The Le Pub car with live entertainment is featured on the MONTREALER/WASHINGTONIAN Thursday through Sunday northbound only and Friday through Monday southbound only.

Route Brochures

The new SILVER METEOR route brochure has now been printed and will be on the train within two weeks. The brochure has a totally new format in full color. Four other train brochures will be completed soon.

Music/SUPER CHIEF-EL CAPITAN

New audio equipment will be put on one consist and tested in February. If this new equipment proves effective, the entire change over on the SUPER CHIEF/EL CAPITAN will probably take approximately 6 months.

"Tracks Are Back" buttons are now on order with delivery expected in about two weeks. The buttons will be packaged 50 to a bag. All dining car head waiters in charge on all Amtrak trains will be given a bag a day for distribution to passengers in the dining car or as requested. Those trains staffed by PSR's will also have a supply of buttons.

ticketing

Amtrak Ticket Stock

Amtrak ticket stock is being used in more and more offices with only a few more to go before we reach 100%. Our Washington Union Terminal began using Amtrak book tickets January 26, 1973.

Procedures Manual

The Ticket Agents Manual of Procedures has been distributed and updated with an additional 14 pages of Procedures on Pass Ticketing. The development and publication of Pass Ticketing Procedures made it possible to begin issuing all Amtrak tickets January 29, 1973. As an assistance for future updating, agents should advise if addresses and telephone numbers of offices are incorrect. We are interested in having correct telephone numbers for ticket offices in lieu of Information and Reservations numbers for the manual.

Machine Ticketing

Planning and programming continues for the new Automated Diagram Retrieval Reservation and Ticketing system, and associated mail-out program.

Continued Progress in Ticketing Efficiency and Performance

The use of ticketer machines and opening of our new ticket office at Chicago Union Station has greatly improved our appearance and efficiency in that area. Increased efficiency for Milwaukee Road and Santa Fe ticket offices is anticipated as our new multidestination ticket has been ordered from the printer. These newly designed tickets should be in use later this month.

New Amtrak Ticket Envelope

The printing of our attractive new Amtrak ticket envelope has been completed and shipment to agents is in progress. These envelopes which are a completely new design also contain our cancellation and redemption information as well as our telephone numbers in major cities.

New Toll Free Number for Vermont Area

Amtrak travelers in the Vermont area for the MONTREALER/WASHINGTONIAN service may now call TOLL FREE 800-221-2020 for the latest train departure times and complete schedule information.

strike *(Continued from Page 3)*

along with telling them where they could find their luggage or obtain refunds for their tickets.

Even with the end of the strike Amtrak's problems were not over. The Broadway for instance was still in Pittsburgh where it had stopped when the strike deadline arrived. Since the Broadway and Silver Star would not be in New York at their scheduled departure times, substitute trains were dispatched to take passengers to meet the regular train. The Star was in Washington and the National Limited was also in Pittsburgh.

Those who had time to observe Amtrak's strike plan reported that disgruntled passengers were very few and that Amtrak had made many new friends as it kept passengers speeding toward their destinations.

service to the aged

A policy has been generated by Amtrak as to the serving of aged and handicapped patrons through terminals and aboard trains. This change requires employees to physically assist non-ambulatory passengers, yet will protect company employees from any liability which might result while performing assistance.

“Employee training will include instruction for properly assisting disabled passengers. Amtrak will provide information for the aged and handicapped regarding train and station facilities where a design barrier might exist requiring special assistance. Employees will aid disabled passengers with their baggage into and through the station, to and aboard the train. They will assist in seating, feeding and use of rest rooms when enroute, and assist in detraining to and through the station at destination.

Smoking Policy

The unique characteristics of train travel makes it possible to accommodate the rights and preferences of our passengers with respect to smoking and in doing so provides an opportunity to offer a more attractive travel experience. To make the most of this situation, the following policies are effective as soon as they can be implemented:

- I. Smoking will be permitted in sleeping cars, lounges, diners and restroom lounges.
- II. Smoking will not be permitted in coaches except for coach cars specifically set aside and identified for smoking and in restroom, bar, grill or lounge areas.
- III. Cigar and pipe smoking will not be permitted in parlor cars.

fares and tariffs

• *Sleeping Car Accommodation Designations*

In a major simplification of sleeping car rates, Amtrak will abolish the room names: *compartment*, *roomette suite*, *duplex single room* and *duplex roomette* effective April 29, 1973. The remaining terms *drawing room*, *bedroom* and *roomette* will be used for all rooms containing 3 beds, 2 beds and 1 bed, respectively. Two bedrooms with connecting door or partition will continue to be called a bedroom suite.

The physical differences between the discontinued room names and the ones which are replacing them are generally minor, and Amtrak will disregard them in the interests of a simpler tariff. The change will help reservation control people as well as ticket agents and reservations clerks.

• *Abolishment of Reserved Coach Seat Charges*

Effective April 29th we will abolish all remaining reserved coach seat charges, (except those on the SOUTH-EARN CRESCENT), on the Amtrak system. This will greatly simplify the quotation of fares and issuance of tickets. Coach seat reservations will be free.

reservations and information

At the present time Amtrak has pre-departure check-in facilities in New York Penn Station, 30th Street Station in Philadelphia, Washington Union Terminal and Chicago Union Station. The check-in facilities are located in the main waiting rooms with the exception of Chicago where check-in procedures are conducted in the concourse area. Eventually, we will install our check-in facilities on a nationwide basis so as to cover 38 trains in 40 cities.

The purpose behind our check-in facilities is to provide a professional image to our passengers, control train space, solve duplicate sales before passenger boards train and to release the “no-show” space.

As we become more sophisticated in our check-in services we will handle baggage check-in, dinner reservations and other related train services.

Load Control Established in N.Y. Reservations Bureau

Amtrak has established a load control section to handle current date trains in our New York Reservations Bureau. This unit will be responsible for coordinating all current date activities as sales, cancellations, check-in diagrams, updating availability and release of residual space.

Working closely with Station Services, the unit is actively in pursuit of higher load factors on the SILVER METEOR, #83, and the BROADWAY LIMITED, #41. *Communication Services—Tie-Line*

Reservations Control has recently completed the installations of an open tie-line between the four (4) Eastern Region Reservation Control Bureaus in Jacksonville, Philadelphia, Washington Union Terminal and New York City.

The primary use of this facility is to assist the current day load controller to do the job at hand as efficiently and effectively as possible.

free wheels

Three or more adult round-trip tickets to Florida (new low family rates now applicable) will give a traveler “Free Wheels” for seven days. It’s the Amtrak A—Universal Plan where passengers may have an air-conditioned car waiting for them at their Florida destination.

Three adult fares or the equivalent entitles the passenger to a 1973 Maverick or similar-sized car for seven days in Florida. With four adult fares, passengers may get a larger car, such as a 1973 Ford Torino.

The car may be picked up or dropped off in any of the seven Amtrak A—Universal cities in Florida: Orlando, Tampa, St. Petersburg, West Palm Beach, Ft. Lauderdale, Hollywood or Miami.

“Free Wheels” entitles passengers to unlimited mileage charge within the state of Florida, and normal insurance coverage. Passenger only pays for the gas and a small state and local tax.

Extension of Free Wheels

Amtrak is now working to extend our “Free Wheels” program to the Western U.S., and Canada.

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superintendent appointed

J. S. Piet was appointed Superintendent of Operations Western Area, with headquarters in Los Angeles, effective February 1. The Western territory is comprised of the following: the entire Union Pacific and Southern Pacific; that territory of the Atchison, Topeka and Santa Fe from and including Albuquerque west and all of the Burlington Northern except the territory from Chicago to Denver.

Also effective February 1, 1973, was the appointment of C. P. Wahmann as General Superintendent Train Operations with headquarters in Washington, D.C.

A. R. Lowry, who is the Central Area Superintendent Operations headquartered in Chicago, has the following territory: the entire Milwaukee Road, Illinois; Illinois Central Gulf and Missouri Pacific; the territory of the Santa Fe east of Albuquerque; the Penn Central west of Harrisburg and the Burlington Northern between Chicago and Denver, inclusive.

The Eastern Area Superintendent Operations, R. A. Herman, headquartered in Philadelphia, has the following territory: the entire Seaboard Coast Line; Louisville & Nashville; Richmond, Fredericksburg and Potomac; Chesapeake & Ohio/Baltimore and Ohio; Boston and Maine, Central of Vermont and Canadian National and that territory of the Penn Central from and including Harrisburg east.

marketing development

• Operation of Turbo Trains

Marketing's requirements for the new Turbo Train sets are now being progressed. It is presently planned to operate the United Aircraft Turbos between Chicago and Milwaukee, and the French built Turbos between Chicago and St. Louis.

• Spring Timetable Changes

The spring timetable change, effective Monday, April 30, 1973, will not bring changes to many schedules. Many feel that too many changes result in confusion for the public. Now that Amtrak is nearly two years old, the frequency of changes will be reduced.

The New York-Florida train the CHAMPION will continue to operate through the summer. The CHAMPION is expected to leave New York after 5:00 p.m. instead of the present 3:50 p.m. This change is designed to capture markets which seem inclined toward late in the day departures from the northeast to Florida.

An additional weekend service between New York, Raleigh, Columbia and Savanna is being studied.

The MONTREALER, (train #60), will leave Washington one hour earlier than at present, to provide better service into Montreal and better connections with Canadian National services in Canada. The WASHINGTONIAN, (train #61), will leave from Montreal at a slightly later hour.

Elsewhere on the Amtrak system, schedule changes will be minor.

New Metroliner service will feature Friday and Sunday departures from Washington at 7:00 p.m. Another new Metroliner service will leave New York at 11:30 p.m. on Fridays and Sundays. This service is designed to attract

theatre and sports goers visiting New York, who do not now have a late Metroliner service. A further Metroliner change will see a 7:30 p.m. departure from New York on Sunday evenings.

baggage regulations

To improve service to the passenger, Amtrak has changed the regulations on checked baggage, effective February 1, 1973. The baggage service charge has been eliminated.

The following chart shows the amount of baggage that will be checked free of charge and establishes liability limitation for each type of ticket.

Ticket	Free Baggage Allowance	Limitation of Amtrak Liability
Adult	3 pieces of baggage not to exceed 150 lbs.	\$100.00
Child	2 pieces of baggage not to exceed 75 lbs.	\$ 50.00
Family Plan	5 pieces of baggage not to exceed 300 lbs.	\$200.00

When a passenger declares greater value on his baggage than the limitations shown above, there will be a charge of thirty (30) cents for each one hundred dollars (\$100.00) declared above shown limitation of liability. Maximum value that one passenger can declare is twenty-five hundred dollars (\$2,500.00).

another first for amtrak

There is only one Amtrak Boulevard in the nation, and it leads to the railroad passenger station in McGregor, Texas.

The movement to have the street named for Amtrak was organized and lead by teenage rail fan, John Mann Gardner II, who originally masterminded the campaign to have Amtrak's Texas Chief stop at McGregor.

Young Gardner presented his case before the Cotton Belt Railroad which owns the property and the Texas Highway Department which maintains the roadways of the state. Gardner is now waiting for dry weather to put up a green and gold street sign made especially for the street by the City of Waco in celebration of his victory.

Since the station is the only building on the street, Gardner had complete freedom to select the street number. After considerable debate between the Santa Fe designation of 8243 and Amtrak's 2079, the Amtrak numbers won out, and the official address of the McGregor station is 2079 Amtrak Boulevard.

Amtrak's Texas Chief and the new Inter-American both stop at McGregor.

free wheels (Continued from Page 7)

The Canadian "Free Wheels" program would be from Florida to Montreal. This program would enable passengers in the Florida market to enjoy summer holidays in the north.

We have had overwhelming response from Amtrak travelers who used our "Free Wheels" program and we encourage our Amtrak Reservation/Information and Ticket Agents to inform potential passengers of this program.