

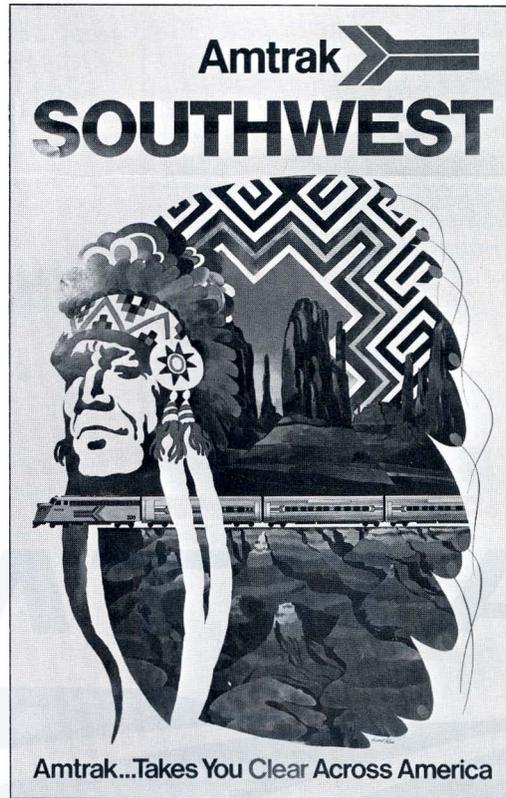
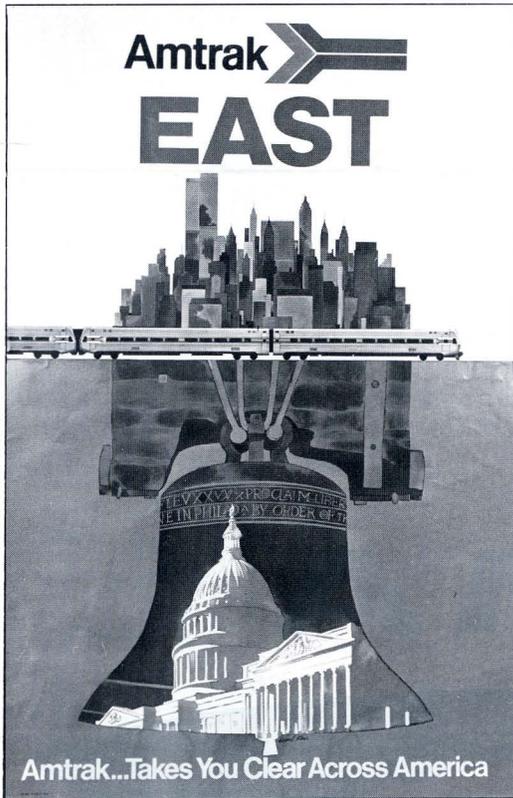
update

A Newsletter for Amtrak Employees



VOLUME 2—ISSUE 3

FEBRUARY 5, 1973



Scenic posters promoting train travel in the United States will soon be appearing across the country.

Five posters—designed exclusively for Amtrak—depict historic areas and tourist attractions of the East, Southwest, Northwest and Florida with the fifth showing Amtrak's high-speed Metroliner. The Northwest and Florida posters are now in final production stages.

The posters were designed for use in ticket offices, stations and travel agencies and should be appearing in those locations in coming weeks.

Amtrak employees may purchase any two of the series at the special rate of 50 cents each. Orders may be sent to Peter Maroney, Advertising Department, 955 L'Enfant Plaza N., S.W., Washington, D.C. 20004. Additional posters may be purchased for \$1.25 each.

amtrak begins service to mexican border

WASHINGTON, D.C.—Intercity train service from the United States to the Mexican border, at Laredo, Texas, began on January 27 over a route from Ft. Worth through Austin, and San Antonio.

The new train—the Inter-American—is timed to provide the closest possible connection with the premier National Railways of Mexico train, the Aztec Eagle, between Nuevo Laredo and Mexico City. Convenient arrival and departure times at Temple, Austin, and San Antonio are also provided.

The Ft. Worth-Laredo service operates southbound on Tuesdays, Thursdays and Saturdays; northbound on Wednesdays, Fridays and Sundays.

It leaves Ft. Worth southbound at 6 a.m., arriving at Laredo at 5:05 p.m. Stops are scheduled southbound at McGregor at 7:45 a.m., Temple at 8:20 a.m., Austin at 10:50 a.m., San Marcos at 11:45 a.m. and San Antonio at 12:55 p.m.

National Railways of Mexico's Aztec Eagle daily southbound leaves Nuevo Laredo at 6:25 p.m., arriving at Monterey at 10:35 p.m., at San Luis Potosi at 9:07 a.m. the next day, terminating at Mexico City at 5:21 p.m.

Northbound, the Aztec Eagle daily leaves Mexico City at 10:05 a.m., stopping at San Luis Potosi at 5:10 p.m., at Monterey at 1:55 a.m. the next day and at Nuevo Laredo at 6:25 a.m.

The Inter-American departs Laredo northbound at 9:30 a.m., leaving sufficient time for U.S. customs inspection. Connections between the two trains are provided by an Amtrak-chartered bus, crossing the Rio Grande River between the two border terminals.

Northbound, Inter-American stops are San Antonio at 1:20 p.m., San Marcos 2:50 p.m., Austin 3:37 p.m., Temple 6:20 p.m. and McGregor at 6:55 p.m. Arrival at Ft. Worth is at 8:50 p.m.

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on the track



Roger Lewis

Early in December, I told the Chicago Executives' Club that, "Amtrak may just be that idea whose time has arrived and none too soon at that."

I was, of course, paraphrasing Victor Hugo's famous statement, "Greater than the tread of mighty armies is an idea whose time has come."

When Hugo penned that thought in France in 1852, he certainly was not talking about the transportation problems America would be attempting to solve in the last half of the 20th century. Even an omniscient Hugo could not have foreseen a Los Angeles basin with 10 million people, six million automobiles and inadequate public transportation.

But even though Hugo was not writing about an America in 1973, his thought certainly applies to Amtrak today. We can hardly turn a page of a newspaper or magazine, or scan a litany of our transportation requirements without realizing that our nation needs and will use an intercity rail transportation system.

We realize it when we announce the assigning of turbine-powered trains to the Middle West and the action is hailed by a burst of newspaper editorials as far west as Spokane.

We realize it when we start a new train to Montreal and people wait patiently at little stations all along the route just to watch the train go by.

We realize it when we conduct a national poll and the people voice overwhelming approval of trains as a means of travel.

And we also realize it when some knowledgeable person predicts that gasoline prices are going to reach \$1 a gallon, that it may be necessary to require gasoline rationing in some sections of the country in order to keep the air breathable, and when the governor of Massachusetts decrees that no more super highways will be built in Boston.

A less obvious fact, however, is the important role a fast, dependable intercity rail system can play in our nation's future. America's population increased 100 million in the last 50 years. It will increase another 100 million in the next 30 years. Our nation's transportation system must grow with the people. I am convinced it will grow and Amtrak will be an important part of that system.

Without any question, Amtrak is an idea whose time has come.

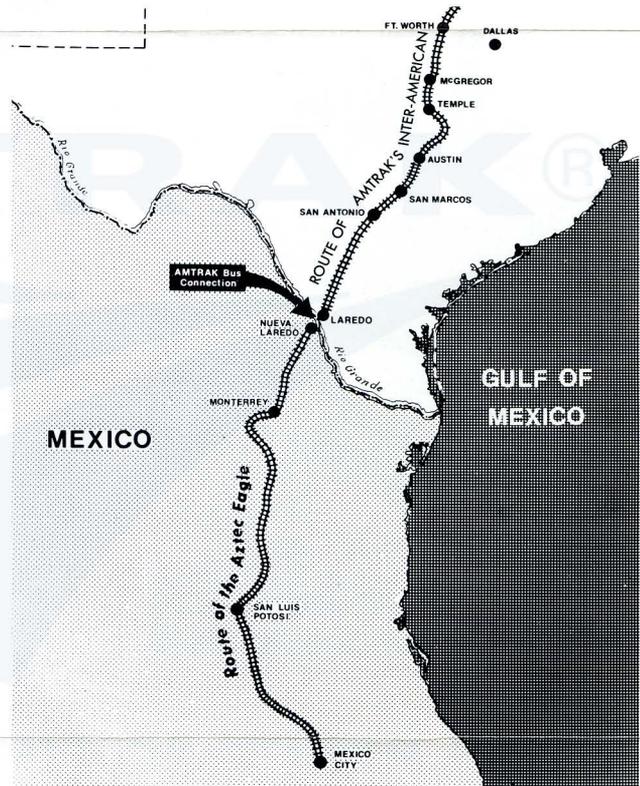
Roger Lewis
President

mexican border

Connections at Ft. Worth with the Chicago-Houston Texas Chief necessitate an overnight stay for the next several months, but Amtrak officials said they hope to realign schedules more closely at the next Daylight Saving Time schedule change in late April.

The Ft. Worth-Laredo daylight service is provided by a train with deluxe coach accommodations and dining car service. The overnight Aztec Eagle between Nuevo Laredo and Mexico City offers sleeping cars, coaches, a diner and an observation car.

Last June, Congress directed Amtrak to initiate international service to Canada at Vancouver and Montreal and to Mexico at Nuevo Laredo. The Canadian services began on July 17 from Vancouver and on September 29 to Montreal.



a new look for update

With this issue, Amtrak's Update undertakes a new, enlarged format designed to give employees more information regarding the corporation, its progress and plans for the future. The purpose of this newsletter is to keep you, the employee, as fully informed as possible. While this issue is six pages, the new format will permit us to extend an edition to as much as eight pages when it is deemed advisable.

Since it was launched about a year ago, the newsletter has met with a welcome response from employees. Our goal now is to make it even more useful to all employees and we will be delighted to have any suggestions for further improvement and recommendations for articles. Please address all inquiries to the Public Relations Department, 955 L'Enfant Pl. North, S.W., Washington, D. C. 20024.

professor finds passengers like improved service

In late summer and autumn of 1972, Professor Richard L. Day, of the University of Idaho, conducted a train survey of passenger satisfaction with Amtrak service. Among the trains surveyed were the EMPIRE BUILDER, NORTH COAST HIAWATHA, COAST STARLIGHT-DAYLIGHT, MT. RAINIER, SUPER CHIEF/EL CAPITAN, BROADWAY LIMITED and the BUNKER HILL.

The survey revealed, in most cases, distinct gains were being made in passenger satisfaction with Amtrak service. Courtesy of on-train employees ranked highest on almost all trains surveyed.

Passengers on the SUPER CHIEF/EL CAPITAN felt the best features of their train trip were the scenery, relaxation, comfort of the train and courtesy and friendliness of the train personnel. Those on the EMPIRE BUILDER likewise appreciated the scenery, relaxation and comfort most of all, but also high on the list were the dome car, food and visiting with other passengers. Passengers on the BROADWAY LIMITED mentioned the improvements that had been made in the entire train. They liked the lounge car as well as the relaxation and comfort.

An average of about 80% of the passengers indicated that it was **very important** for passenger train service to be continued and improved, or that Federal subsidies were justified for this purpose. Strongest support for passenger trains was expressed by passengers aboard the COAST STARLIGHT-DAYLIGHT and SUPER CHIEF/EL CAPITAN. Support was more moderate on the EMPIRE BUILDER and BUNKER HILL; and passengers aboard the NORTH COAST HIAWATHA were especially inclined to add special statements expressing their desire that service on the route across southern Montana be continued and improved.

Passengers on Pacific Northwest trains were finding it far easier to obtain train information, tickets and reservations in the fall of 1972 than was the case in the preceding summer. This improvement was especially great on the EMPIRE BUILDER. However, problems in this department actually increased on the BROADWAY LIMITED during this same time period.

Train riders were about equally divided over the question of whether there is greater prestige in traveling by plane as compared with train. A rather consistent average of about 10% were traveling by train for business reasons. On long-distance trains in the West, an average of 60% were on vacation trips, this figure increasing to 70% during the summer and dropping to 45%-50% in winter. Remaining passengers were traveling for personal reasons.

Median age of passengers on long-distance trains in the West was about 51 years at the time of the autumn surveys. During the summer, when many more families and students were traveling, the median age was 10 to 15 years younger. Lowest age levels occurred on corridor trains between Seattle-Portland and on the BUNKER HILL. A relatively low median age level, (perhaps 35 years or less), also appears to exist on the BROADWAY LIMITED.

In response to the questioning, "What should be done to encourage you to ride the train more often?" Passengers most often responded that more trains were needed, fares should be lowered and more advertising should be done.

A variety of reasons were given for not taking another mode of transportation. Among these are the discomfort and slowness of buses; auto trips would be too long, too slow, or too tiring, bad weather might make driving dangerous; and about one-third of the passengers were not taking the plane because it was too expensive; a simple preference for the train; the desire to try Amtrak; a dislike for plane travel; and the fact that a railroad pass was being used.

Principal ways in which passengers first heard about the train they were riding included previous use or longtime knowledge, word passed along from friends or relatives, advertisements or other publicity in the media, inquiry at the depot and membership in a railroad family.

Q and A time highlights jacksonville reception



Amtrak's new Southeastern Reservation and Information Office at Jacksonville, Fla., is now in operation, making it easier for Amtrak passengers in the Southeast to reserve space.

Amtrak's new central reservation office in the Seaboard Coastline office building at Jacksonville was the scene recently of a reception for service employees.

Don Ensz, Director of Service for Amtrak, welcomed everyone and answered questions they had in regard to the new reservation system. The informal reception also gave employees the opportunity to ask any other questions they had about Amtrak's future plans.

Mr. Ensz told the employees that Amtrak is now working on a request for through baggage service on train #81-82, the SILVER STAR, between Jacksonville and St. Petersburg. This will provide checked baggage service to and from Lakeland, Tampa, Clearwater and St. Petersburg, Florida. We are also attempting for Chicago-St. Petersburg mail to be moved on an open baggage

(Continued on Page 4, Col. One)

jacksonville reception

(Cont'd from page 4)

car between Jacksonville and St. Petersburg on train #52-#53, the FLORIDIAN.

A car shift on Amtrak's vacation package train, the SILVER METEOR, has been made for passenger convenience. Previously, the order of the train consist was the coaches, dining car, recreation lounge car and then the sleepers. The recreation lounge car has now been shifted to run directly behind the coaches.

Crew members were then given a tour of the Reservation and Information office.

During the peak period at Christmas, December 18-31, the new R&I office received an average of 5,000 calls. As an example of their outstanding job performance, on January 20, six agents handled 63 of 64 calls in one hour's time period.

stations and terminals

New Jacksonville Station

The groundbreaking ceremonies for the new Jacksonville, Florida, Amtrak station were held Monday, January 29th. The new facility replaces the present Jacksonville Union Terminal and will be located on Clifford Lane near U.S. 1 and Edgewood Avenue. The million dollar cost for the structure will include air conditioning, landscaping and track and signal work.

In building the new station, three goals are accomplished: improved train service to the public, operating costs for Amtrak will be cut in Jacksonville by more than one million dollars annually and the complicated train backing operation which is necessary at the old JAX Terminal is eliminated.

New City Ticket Offices

Amtrak's new city ticket office in Washington, D.C. opened just in time for the Christmas rush. The office, located at 1721 K Street, was completely redesigned to offer area residents an ample ticketing, reservations and information service.

Work has begun on new Amtrak Ticket and Sales Offices at 7 Penn Plaza in Philadelphia. The new offices will be located in the lobby of the IBM building. An opening date in early March is planned.

Amtrak recently opened a ticket office at the Essex Junction, Vermont station. The station serves passengers for the MONTREALER/WASHINGTONIAN and plans are now in progress for inside renovation of this facility.

Station Renovation

Stations along the route of Amtrak's MONTREALER/WASHINGTONIAN are being renovated for passenger comfort. Among the stations planned for renovation are the St. Albans and the Essex Jct. stations. Local citizens and students of Dartmouth College proved they want Amtrak passenger train service by cleaning and painting the interior of the White River Junction station in Vermont.

improving service quality

Health and Sanitation Program

Amtrak has recently begun a Health and Sanitation program in the Western and Central Regions. The program is in accordance with the existing federal and state health laws and affects our diners, commissaries and in-station restaurants.

Security and Inspection Badges

By the first of March, Amtrak Security Chiefs, Health and Sanitation Inspectors and Service Inspectors will have an Amtrak Security and Inspection Badge. This will help identify all Security and Inspection personnel to railroad personnel.

Vendor Quality Program

Amtrak is now working on establishing a quality program that will assure materials procured by Amtrak meet all of the purchase order requirements. The program will apply to all Amtrak uniforms. Materials will be tested prior to being made into uniforms. Uniforms will then be made and tested for durability before distribution to employees.

reservations manual updated

Amtrak is now in the process of rewriting and updating the Reservations Manual. The purposes and objectives of the manual are to provide Reservations and Information agents with a current statement of policies and procedures regarding their functions; to provide a framework for use in the training and retraining of R&I agents; to provide nationwide standards and procedures leading to uniform actions in all Reservation and Information offices; and to provide a central source of commonly used reference material, (city-pair codes, connecting suburban transportation, standard TTY message format, etc.), to Reservation and Information personnel.

Extension of ADRS

Amtrak extended the Automated Diagram Retrieval System into New York the last week in January. The Los Angeles Reservation and Information Center will have the ADRS system by the middle of February.

advance check-in goes nationwide

Amtrak is now working on expanding the predeparture check-in facilities nationwide. A total of 40 more cities are being evaluated for this service. The procedures for the check-in service includes the lifting of ticket coupons, updating check-in diagrams, issuing boarding passes and the protection of duplicate sales.

Advance passenger check-in has been in effect for all Florida passenger trains since December 11, 1972.



Harry Shepler, left, and Morrie Andreason.

Amtrak profile

Morrie Andreason and Harry Shepler of Amtrak's Operating Department know how to run a railroad after 77 years of operating experience—combined, that is.

Located in what is referred to as Amtrak's Nerve Center, Morrie and Harry keep their fingers on where all the corporation's rolling stock is located. They are responsible for equipment to cover special moves and overflow traffic. In essence they approve, handle and assign all regular and extra Amtrak equipment for the entire country and arrange special trains and movements with the 22 railroads over whose track Amtrak operates. In an average month, about 1,200 requests for extra equipment are channeled through their office.

Shepler retired in 1971 after 44 years in various official capacities with the New York Central and the Penn Central. After 15 months of retirement, Shepler, an Ohio native, came to work at Amtrak as a consultant in May, 1972, and became Manager of Equipment a month later.

Shepler and his wife, Lillian, captured headlines in Cleveland in 1960 when they became parents of twins three months after celebrating their 25th anniversary. The boys, Harry and Larry, were their first children.

Shepler has served as president and currently is secretary/treasurer of the Lakeshore Pioneer Association. He has the only complete collection of New York Central-Penn Central souvenir plates.

Before Amtrak, Harry was busy with railroad operations from the Mississippi to the Atlantic while his future colleague, Morrie, was concentrating on the western part of the country.

For 33 years, Andreason was employed by Union Pacific serving in various capacities including Assistant General Supervisor of Operations. Originally from Omaha, Morrie moved to Washington, D.C., when he joined Amtrak in the fall of 1971 and immediately fell in love with the area. He now serves as Manager-Car Control for Amtrak.

When not having railroad cars moved around the country or being involved with a list of civic activities too long to mention, Andreason can often be found working on various remodeling projects or renovating furniture. Morrie has a special liking for antiques and old solid wood furniture. One hobby, however, reflects his background with passenger trains—collecting railroad silver.



Phylisa Farnor, Passenger Service Representative, offers a free luggage tag to a passenger.

tags for passengers

Red, white and blue luggage tags displaying the Amtrak symbol now are beginning to appear on the bags of Amtrak passengers.

The colorful tags are included in a "gift bag" being passed out to passengers on several heavily-patronized trains. The "gift bags" also include an Amtrak wash cloth, a small container of facial tissue and an information folder describing the duties of members of the train crew.

First introduced on Amtrak Metroliners, the "gift bags" are now being distributed to passengers riding Amtrak's five Florida-bound trains.

The information folder explains, for example, that the conductor is the captain of the train. While he is not empowered to perform a wedding ceremony as a captain at sea, he is responsible for tickets, train, crew and passengers.

Part of the folder is detachable and provides space for the passenger to write his comments and suggestions. Passengers are asked to give their suggestions regarding improving train travel and return to the Passenger Service Representative.

The "gift bag" was conceived by Amtrak's On-Board Services Department.

improved baggage service adopted by amtrak

A standard nationwide baggage policy—the first such rail policy to apply evenly across the nation—was implemented by Amtrak February 1.

Principal features of the new policy are:

- Service charges for checking baggage are cancelled.
- A limit of three pieces of free checked baggage per adult, two per child and five per family-plan ticket.
- Excess weight charges will be based on coach instead of first class fares.

The free baggage allowance for checked baggage is 150 pounds for each adult and 75 pounds per child paying half fare. On family-plan tickets, the free allowance is 300 pounds per family.

Checked baggage will be forwarded on the same train the passenger is using whenever possible. However, when a train does not have a baggage car, baggage will be shipped on the next train which does.

Amtrak urges passengers to deliver baggage to the checking office reasonably in advance of train departure. A half-hour is usually sufficient time although earlier check-in is advised in vacation and other peak travel periods.

Once passengers have purchased tickets they may check baggage as far in advance of departure as desired. On arrival, baggage will be held free for 72 hours with a moderate storage charge after that period.

Checked baggage in excess of the free allowance will be charged at a rate of one-third the one-way coach fare per hundred pounds.

Amtrak also announced restoration of first-class fares for sleeping car passengers, effective January 8, on all trains operated by the Santa Fe. (The Santa Fe had adopted a policy of honoring coach tickets in sleeping cars on September 1, 1970, eight months before Amtrak took over its passenger service.)

The change means that sleeping car passengers on the Super Chief and Texas Chief are again required to pay a first-class fare plus a room charge instead of the former coach fare. The change puts travelers on Santa Fe operated trains on the same basis as the rest of the Amtrak system.

Amtrak also removed the extra fare for Super Chief passengers which had ranged up to \$7.50 for sleeping car passengers each way between Chicago and Los Angeles.



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