

update

A Newsletter for Amtrak Employees



VOLUME 2—ISSUE 5

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Le Pub passengers (left) enjoy themselves under the watching eye of an ABC camera filming the Montrealer for a network news show. At right, Penn Central Conductor W. A. Krausse directs ski-laden passengers to the train's special baggage car.

skis and le pub attract riders to montrealer

The scene is a familiar one—reminiscent of many a “good time” Friday or Saturday night. Dimly lit room; low intimate tables; chairs that curl comfortably around their occupants. A bar is tucked into one corner of the room, balanced at the other end by a piano. The piano player breaks into “Raindrops keep falling on my head” to the enthusiastic reaction of a group of four at the nearest table. Their harmonizing blends with the rhythm of the piano, the murmur of many conversations, and the click of flanged wheels against steel rail as Amtrak’s popular Montrealer heads North toward ski country and Canada.

A much-in-demand, red-coated waiter moves from group to group dispensing drinks and snacks in one of the most unusual railroad passenger cars to be developed in decades—Le Pub. It has been said that some passengers ride the Montrealer—or the Washingtonian southbound—just for the experience of riding Le Pub.

An instant success since its debut December 22, Le

Pub combines comfort, romance and nostalgia with originality of decor (a surprisingly subtle blend of red, orange and purple). The result is a very obvious example of an important advantage of rail travel. Traveling by train is *fun*. Montrealer passengers can party their way to their destinations; half their enjoyment is derived from the trip itself.

Skiers are taking advantage this winter season of the good time the Montrealer offers. Besides the addition of Le Pub to the train for the ski season, Amtrak has gone out of its way to make skiers welcome. With seven stops in Vermont, the Montrealer is convenient to most major New England ski areas. The train’s schedule is ideal for weekend ski trips. Skiers save the price of a room for Friday night and arrive in time for breakfast and first-in-line at the lifts on Saturday morning. After two full days of skiing, they board the train for home Sunday evening.

(Continued on Page 2, Col. Two)

on the track



Roger Lewis

Predicting the future can be risky business even in today's world of social scientists, research analysts and study groups working with the best information money and intelligence can obtain. But while many aspects of the future may be murky, one thing is certain: the United States is going to record a massive population increase in the next 27 years.

The Census Bureau can't be precise regarding numbers, but it does give minimum and maximum figures which are startling at either end. Today's population of the United States is at 209.7 million people. In the year 2000, it will be someplace between 251 million and 300 million, an increase ranging from 41.3 million to 90.3 million people. While our birth rate is falling off, it cannot bring about a reduction in these figures. As sure as the sun will rise tomorrow, there will be an additional 41.3 million Americans in the year 2000 and that is a conservative figure.

Twenty seven years is not very long for a nation to prepare for a jump of that size in its population. But we must; it is fact that by the year 2000, our economy is going to have to be capable of absorbing a population increase equal at least to five more New York Cities.

The problems that face our nation in preparing for such an increase in population are diverse and many. Houses, schools, churches, roads, even cities and industries, are going to have to be created. The production of food, clothing, vehicles, and goods of all kinds is going to have to multiply.

Amtrak—which really can be considered a new industry since we are only two years old and a new concept in providing a needed service—can play an important role in helping solve these problems.

One vital way we can help is by providing jobs. In 1971, according to the American Association of Railroads, there were 32,660 employees in the railroad industry working in passenger service. They earned a total annual salary of \$354 million. In our two years, we have demonstrated that people are willing and even eager to use trains if they are encouraged to do so and if the service is good. As Amtrak grows, so will the number of Amtrak-related jobs and the income those jobs provide.

Secondly, Americans in the year 2000 will require transportation more than any other time in our history.

It is going to have to be fast, comfortable, reliable transportation. Rails stretch to every corner of our nation and they are capable of carrying much more traffic than they do today. The train—the fast, modern train—can well become a vital means of transportation for the American of the next century.

It took America a century to reach a population equaling 40 million people. Now we are going to add that many people and possibly more to our census rolls in little more than a quarter of that time. Amtrak can and will be instrumental, I am sure, in preparing a nation for them.

Roger Lewis
President

skiis and le pub

(Continued from page 1)

Many skiers own their own skiis, boots and poles; others rent them at home to avoid pot luck and lines in Vermont. (A very good idea for anyone planning a first ski trip to Vermont. No additional cost is involved in renting equipment at home.) Amtrak has taken several steps to keep ski equipment from becoming a traveling burden. Heavy, plastic ski bags are provided without charge. The 92-inch bag, decorated with the Amtrak logo, has plenty of room for both skiis and poles. Many a skier may be seen each weekend alighting from the train in Montpelier Jct., Waterbury or the other Vermont stops with the Amtrak ski bag tucked neatly under one arm; boots balancing the other side, and a knapsack on the back.

Also, skiers don't have to be bothered with their ski equipment while on the Montrealer. A guarded, ski-rack baggage car allows them to store their equipment safely while they concentrate on enjoying the trip.

On Friday evenings, skiers board the Montrealer from Washington, D.C. to Hartford, Conn. Easily recognizable because of their colorful jackets and hats, they prefer the coaches for economy and social reasons. Some bring their guitars and it's not unusual to find the Montrealer rolling through New England to the soft strumming of folk music and the happy comparing of notes on ski areas.

During the winter season, the Montrealer is not exclusively a ski train. Throughout its coaches, sleepers and particularly in Le Pub, an interesting mixture of people of all ages and interests may be seen. The versatility of Le Pub seems to appeal to everyone. Its piano player has a knack for being able to play almost any popular request. While he's taking his breaks, taped rock music satisfies the tastes of young people on-board. One week-end this season for a change of pace, a folk singer substituted for the piano player.

The atmosphere is informal, friendly. City people, who would never think of starting a conversation with a stranger, do. It seems natural in this congenial, unhurried setting.



Fast and very French, turbo trains such as the one pictured here will be flying Amtrak colors in the Middle West this fall.

sleek, fast turbos to serve middle west

Trains as modern as tomorrow's Paris gown will be serving rail passengers in the Middle West late this year as Amtrak continues to modernize the nation's intercity rail passenger system.

Going into service in late summer or early autumn on the Milwaukee-Chicago-St. Louis corridor will be two French-built turbo trains fresh from the manufacturer and two sleek United Aircraft Turbos of the type that now serve the Boston-New York route. The United turbos have seen previous service in Canada.

Roger Lewis, Amtrak's President, signed contracts early in March with the manufacturer, ANF-Frangeco of Paris, authorizing the leasing of the French-built trains for 18 months. Amtrak has the option of purchasing the trains at the end of the leasing period, and eight additional trains.

The 5-car French turbos have many features which will benefit travelers in the Milwaukee-St. Louis corridor. Each train can carry 324 passengers and is powered by two aircraft-type gas turbines capable of speeds over 100 miles per hour. High speeds are attainable on existing trackage and may be maintained through curves with maximum passenger comfort. Three braking systems—hydrodynamic, tread and disc—insure rapid but safe stops. The French turbos' economical design, with a power car and engineer's cab at each end, saves time-consuming and expensive locomotive switching at terminals.

Interiors of the sleek, modern turbos are havens of passenger luxury and relaxation. Carpeting, draperies and soft indirect lighting create a peaceful traveling atmosphere. Reclining seats have head rests, individually controlled reading lights and fold-down tables. There are carry-on luggage racks at each door.

The introduction of the French turbos into the Milwaukee-St. Louis corridor will benefit that area's ecology as well as the traveling public. A small amount of horse power is required for the turbos' high speeds and fast acceleration. For example, a seven-car turbo train, using 2,000 horsepower, can carry the same number of passengers as 150 automobiles totaling 30,000 horsepower (each automobile averaging two passengers).

The two turbos which Amtrak is leasing are part of an order of 26 second generation turbos for French National Railways (SNCF).

Since March 1970, SNCF's first generation turbos have operated over 5 million miles averaging over 99 per cent reliability. Turbo service extends westward from Paris with terminals at Cherbourg (232 miles), Caen (149 miles) and Deauville (138 miles). Volume of rail service over those routes has increased 25% since advent of the turbos. Average scheduled speed is approximately 75 miles per hour, including stops.

Amtrak will benefit from European turbo expertise in the maintenance of its newly leased turbos. The Amtrak contracts cover a seven-member European technical group to advise in the establishment of a special maintenance facility at Chicago, and the provision of a six months' supply of spare parts. The technical group is expected to include representatives of SNCF; ANF-Frangeco; Turbomeca, the French aerospace corporation which makes the turbine engines, and Voith, K.G., of Heidenheim, West, Germany, manufacturer of the turbo transmission. The technical group will assist in training operating personnel for the turbos and will be available to advise on maintenance of the equipment.



Steve Sparling

Amtrak Reservation Control Specialist Steve Sparling is a man of many and varied talents as illustrated by his career which has encompassed four railroads and numerous other businesses.

His career with the railroad began in the early sixties as news agent aboard Southern Pacific's "Shasta Delight." He was said to have set the Shasta on fire in terms of sales, featuring everything from peanuts to Navajo dolls.

From news agent he moved to selling life insurance. He then began a series of businesses on his own including a service station, a window tinting business and a janitorial service. He also sold encyclopedias and with an obvious note of sarcasm he points out he was top salesman—for the first week.

Steve served as a recorder aboard the U.S. Coast and Geodetic Survey ship "The Pioneer" charting water depth on a cruise to the Arctic.

Steve's functions while he was employed by Railcruise appear to have been many and varied including promotion, escorting tours, repainting car interiors, sand blasting, purchasing sinks and dealing with travel agents.

He taught school on a substitute basis and he refers to this part of his career as "dabbling in education."

Steve's initial railroad experience left its mark, however, and he soon returned to the rails as tour escort and reservation agent for the Burlington Northern. He worked in the passenger department for the Santa Fe, served as yard foreman for Southern Pacific and also worked as a ticket agent at Denver Union Terminal.

In March, 1972, Steve became a senior sales representative for Amtrak handling tours and group moves out of the San Francisco office. In August he was transferred to the Washington, D.C. Reservations Control Department where he has charge of requesting extra equipment to be added to Amtrak trains when it appears regular space will be sold out.

The increased ridership on Amtrak trains has made Steve's job an interesting and challenging one. In addition to handling hundreds of requests for extra equipment each month, he processes many group requests for private cars and special trains operations.

Effective April 1, Steve will take on a new challenge with Amtrak. Returning to his native San Francisco, he will assume the position of Reservation Supervisor for Amtrak's San Francisco office.

Steve attended Colorado College and was graduated from San Francisco State with a degree in business with concentration on transportation.

amtrak to reroute chief through dallas in june

Amtrak has announced it will reroute its daily Chicago-Houston train, the Texas Chief, through Dallas, Texas. The change, approved by Amtrak's Board of Directors, will go into effect June 10.

The rerouting means that for the first time, Amtrak will serve Dallas, Corsicana and Bryan, the site of Texas A & M University.

Under the new service, the Texas Chief will operate between Fort Worth and Dallas on the Texas and Pacific Railroad and between Dallas and Houston on the Southern Pacific.

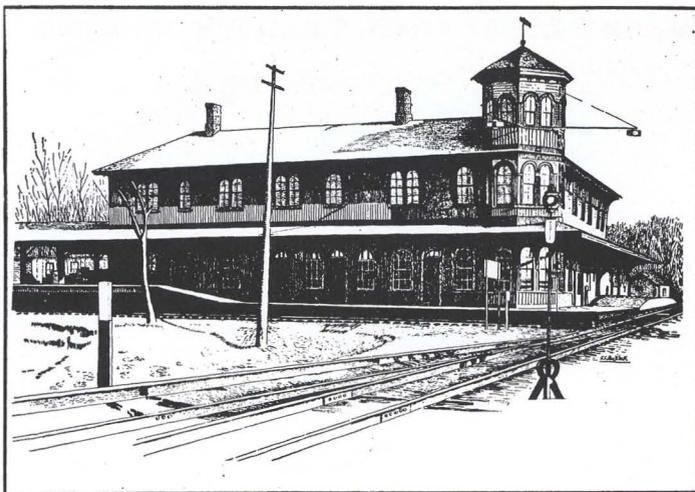
Dallas voters recently approved a \$6 million bond issue to purchase 24 acres of the city's historic Union Terminal property, and work costing \$800,000 is scheduled to begin immediately to remodel the terminal. Until the terminal renovation is complete next fall, Amtrak will utilize a temporary station in Dallas.

The new Fort Worth-Houston route will be slightly shorter than the current Santa Fe route—296 miles instead of 316—but due to track conditions the running time will be somewhat longer. Actual schedules will be announced in early May.

When the original Chicago-Houston route was chosen by Amtrak's incorporators in March, 1971, they recommended that there should be a shift from the route via Temple to one through Dallas once the terminal question in Dallas has been resolved.



Amtrak's Silver Meteor will be featured in the summer issue of *Bride's Magazine*. The magazine's fashion edition chose the Meteor to display the latest fashions and spent an entire morning shooting pictures of several models in one of the Meteor's double bedrooms. Here, one of the models accepts a "tea break" from Manuel Pena of the Seaboard Coastline.



This century old railroad station in Canaan, Conn., will be restored by Amtrak's Dick Snyder.

historic railroad station bought by amtrak man

Amtrak's Dick Snyder, who is only a locomotive away from owning his own train, has recently added a railroad station to his collection.

The 102-year-old Canaan Union Station in Canaan, Connecticut, has been purchased by Snyder's construction firm from the Penn Central for restoration.

The beautiful old L-shaped building with quaint round-top windows was closed with the abandonment of passenger service several years ago.

The big wooden building has been listed by the U.S. Department of the Interior as one of the nation's historic places which should be saved.

The announcement of the transaction was made at the annual banquet of the Connecticut Railroad Historical Association earlier this month drawing enthusiastic cheers from rail supporters who feared the landmark would be torn down.

The restoration project is expected to be carried out with great consideration for the community and Snyder is also expected to keep an authentic railroad atmosphere with the rehabilitation.

He has invited citizens to submit their suggestions on the project.

The parking lot will be upgraded and maintained for community use, a big area will be set up for youth activities, and there will be space for historic displays . . . many no doubt from the era of great trains which has captured Snyder's appreciation.

He also has plans for a restaurant—perhaps similar to the famous railroad one which was part of the station years ago. There is also space planned for offices and a few shops. Snyder claims the old station can and will become self supporting.

The Penn Central will retain a small office and signal maintenance space and space must be reserved for a waiting room in the event passenger service is someday restored to Canaan.

Snyder is Assistant Engineer at Amtrak in charge of coordinating materials for the design program.

financial specialist joins amtrak

Robert C. Moot, Assistant Secretary of Defense (Comptroller) for the past 4½ years, has been named Vice President-Finance for the National Railroad Passenger Corporation.

Mr. Moot's career as a financial management specialist spans over 25 years. He was the first civilian Comptroller of the Navy's Bureau of Supplies and Accounts, and, in 1962, he became the first Comptroller of the then newly formed Defense Supply Agency, which is responsible for the procurement and provision of supplies and services for the entire Defense Department.



In June, 1965, Mr. Moot became Deputy Assistant Secretary of Defense for Logistics Services, and in December, 1966, he was appointed Deputy Administrator of the Small Business Administration. In August, 1967, he was named Administrator, the top post of this Agency. On August 1, 1968, he became the fifth Assistant Secretary of Defense (Comptroller).

Mr. Moot has been the recipient of many distinguished awards during his career including the 1971 Rockefeller Public Service Award for Administration, and the American Society of Military Comptrollers 1971 Financial Manager of the Year Award.

key appointments announced

Four key managerial appointments have been announced by Amtrak.

Robert Hopkins of Omaha, Neb. will become General Manager of Operations. Hopkins comes to Amtrak from the Union Pacific Railroad where he was assistant to the Vice President of Operations and NRPC Operations Liaison Officer.

Neal D. Owen of Salem, Wisc. will be responsible for nationwide customer service. Formerly the Milwaukee Road's Assistant to the Vice President for Operations, he was also the line's NRPC Operations Officer.

As System Manager for Reservations and Information Services, David L. Struebing of Orlando, Fla. will have a key role as Amtrak prepares to begin operation of its new nationwide reservations and information service.

Before coming to Amtrak, he was responsible for planning and management of highly complex equipment for Martin Marietta's Aerospace Division at Orlando.

Earle D. Adamson, Amtrak's new System Manager for Training and Administration, will play an important role as Amtrak assumes responsibility for many functions previously handled by the railroads.

(Continued on Page 7, Col. One)

amtrak employees' ski package

The Sales Department has concluded arrangements with the Bolton Valley Corporation, owner/operator of the Bolton Valley Sky Lodge in Vermont, to offer a "Special Package" to all Amtrak personnel and their spouses. This offer is available for any two days at a cost of \$21.50 per person based on twin occupancy (single supplement is \$10.00).

The Amtrak employees' package includes: Transfers between Waterbury Railway Station and Bolton Valley; lodging one night, slopeside lodging, private balcony and bath and European plan; unlimited use of Bolton Valley's 4 chairlifts for two days; sauna privileges and nightly entertainment.

State taxes, meals, beverages, ski equipment, items of a personal nature and gratuities are not included. For reservations, submit request to: R. Stewart Beinhoff, Director of Sales, Bolton Valley Resort, Bolton, Vermont 05477, Phone (802) 434-2131.

Reservations will be confirmed two weeks prior to arrival, if space is available.

amtrak employees get car discount

A-Universal Rent-A-Car, which is presently serving Amtrak's Free Wheels to Florida Program, will extend a 20% discount for car rentals to all Amtrak employees.

Their facilities in Florida are located in Miami, Hollywood, Ft. Lauderdale, West Palm Beach, Orlando, Tampa and St. Petersburg at the Amtrak stations. These discounted rates will be subject to auto availability.

Rate sheets and reservation forms are available in the Amtrak Headquarters Travel Office and our Amtrak offices in each region.

new amtrak baggage tags

BAGGAGE IDENTIFICATION			
▶ BEND BACK TO PEEL ▶	NAME		
	ADDRESS		
	CITY	STATE	ZIP CODE
	PHONE AREA CODE	No.	PRINTED IN U.S.A.
			

To encourage passengers to have positive identification on their checked baggage, new Amtrak identification tags are being made available for passengers' use at all baggage rooms.

When baggage is being checked that does not have some identification on it, the passengers are asked if they would put one of our free identification tags on their baggage for easy identification.

personnel and facility status

As of March 5, 1973, Amtrak has taken control of station and station personnel of the following:

Railroad	Number of Facilities
ATSF	25
SP	14
BN	25
ICG	14
MILW. RD.	4
MoPac	2
SCL	26

Total of Personnel On-Board by Region

WESTERN	533
CENTRAL	467
EASTERN	365
	1,365

unaccompanied child policy

Amtrak's policy regarding unaccompanied children is as follows:

"Children under 12 years of age will not be accepted for travel unless accompanied by parent or guardian (guardian is defined as an adult 18 years of age or older), except for daylight travel not involving train connections when specifically authorized by Manager-Station Services whose judgment will be based on personal interview with child, availability of on-board Passenger Service Representative and general traffic conditions.

"These exceptions will require execution by parent or legal guardian of release form. Train crews and destination agent will be advised.

"Under no circumstances will a child under 8 years of age be accepted for unaccompanied travel."

who's for tennis?

A \$20,000 tennis tournament, featuring a field of international women's champions headed by Chris Evert will be played in The Felt Forum from March 28 to April 1.

Play in The Felt Forum will begin on March 28 with the tournament's round of 16 starting at 6 p.m. The round of 16 will conclude the following evening in another 6 p.m. session and the quarter finals will be played Friday, March 30, also at 6 p.m.

The semifinals are scheduled for Saturday, March 31, at 7:30 p.m. with the finals on Sunday, April 1, at 3:00 p.m. Tickets are priced at \$6.50 and \$5.00 for the first three sessions and \$8.00 and \$6.50 for the semifinals and finals.

For information on individual or special groups rail fares to the WOMEN'S TENNIS TOURNAMENT, featuring Chris Evert, contact your local Amtrak travel agent or nearest Amtrak ticket office.

new director congressional relations

Orren Beaty, former Executive Assistant to Secretary of Interior, Stewart Udall has been named Amtrak's Director of Congressional Relations.

In addition to serving throughout Stewart Udall's six and one-half-year administration at Interior, Mr. Beaty was a member of Mr. Udall's congressional staff. He has also served on the staffs of Morris Udall, Arizona Democrat and Mike McCormack, Democrat-Washington.

A former legislative and political reporter for the Arizona Republic in Phoenix, Mr. Beaty left Interior in 1967 to become Federal Co-Chairman of the Four Corners Regional Commission. In 1969 he joined Congressional Quarterly as Associate Editor.

space diagrams open

Space Diagrams are open for assignment, for the period April 29 through June 9, 1973.

Reservation Policy and Procedure

I. Reservations for the following accommodations will be made by specific space and seat number:

- A. Drawing-room, Bedroom, Roomette
- B. Parlor Car and Clubcar seats, including Metroclub seats.
- C. Slumbercoach.

II. Reservations for the following accommodations will be made by car number of train number only:

- A. Metrocoach and Turbo-trains
- B. Long haul coaches, carrying passengers 500 miles or more.

III. Reservations will not be required on:

- A. Short haul coaches carrying passengers less than 500 miles.
- B. All other coaches.

Reservations by space or seat number, i.e., for drawing-room, bedroom, roomette, parlor and clubcar will be made and recorded in the name, address, and telephone number of the passenger, the ticket number and the fare.

Reservations by train or car space, i.e., Metroliner, Turbo-trains and long haul coaches will be made by car number of train number only.*

Ticket time limits and penalty provisions will be in accordance with fare order #32 dated June 1, 1972.

*Metroliner and Turbo-trains will be assigned coach space by train number only, for the present.

key appointments announced

(Continued from page 5)

Mr. Adamson's railroad experience goes back to 1948 when he joined the New York Central. He comes to Amtrak from the Burlington Northern where he was Director of Personnel Research.

food service

Amtrak's Food and Beverage Department recently announced several innovations which should please Amtrak passengers.

Four regional menus are now in effect featuring delicacies indigenous to each particular area. For example, the new Northeast menu has Boston baked beans; red snapper is an item on the Southeast menu; Western travelers are treated to dungeness crab, and of course there's fried chicken for the South. Amtrak's Food and Beverage Department has also created a special menu for the Super Chief featuring trout and other new items. The Central Region should have its own menu by April 1st and the Metroclub menu is currently being expanded to include more items.

A new concept in on-board service attendants was implemented recently on the Montrealer/Washingtonian and Inter-American services. Amtrak hired and trained three new categories of service personnel for these services. Service Attendants are trained to handle all types of passenger service throughout the train; Food Specialists concentrate on food preparation, and a Service Director has supervisory responsibility for all on-board services on the train. Although Service Attendants generally are assigned to one area of the train—dining car, sleeper, coach—their flexible training allows them to assume other service duties when required.

Equipment innovation has also been a top priority. An automated bar-tronics unit was successfully tested on the Washington-New York corridor and is currently in use on the Montrealer/Washingtonian. Similar units are being considered for other Amtrak trains.

Amtrak-operated commissaries are operating successfully in Chicago, Los Angeles and Seattle. April 1 is the target date for Amtrak responsibility for the Washington, D.C. commissary. Miami and Boston are next.

cherry blossom weekend

Hard-to-get premium accommodations in Washington at Cherry Blossom Festival time are included in a special week-end tour packaged by AMTRAK in co-operation with the famous Mayflower Hotel.

The package covers the weekend of April 6-8, when Japanese cherry blossoms are expected to be in peak bloom around the Jefferson Memorial.

Based on double occupancy, including two nights at the finest of Washington hotels and a full day of guided sightseeing, the price is \$39 per person not including rail fare. Sightseeing includes visits to the Capitol, the Smithsonian Institution, the White House, the Lincoln Memorial and Arlington National Cemetery.

The weekend package may be reserved at Amtrak ticket offices or through Amtrak travel agents.

improved ticketing

An improved procedure has been developed for ticket by mail and telephone sales to credit card holders. The new procedure will increase sales and continue to protect Amtrak against losses due to improper use of credit cards.

Under the previous system, ticketing by mail or telephone to credit card holders could not be authorized without a sample of the credit card holder's signature. Because of this stipulation, telephone sales were particularly complicated. A credit card holder telephoning in his ticket request was informed that he must submit a letter containing his signature before the sale could be authorized.

The new system greatly simplifies and speeds this process. Now reservations personnel enter the requisite information on the reservation record: name, address, telephone number and form of payment, marking the record as a "mail-out." Next they check the telephone number and address of the credit card holder. Unlisted telephone numbers are indicated as such and verified by telephoning. After this verification, tickets may be mailed out unless their dollar amount necessitates a call to the specific credit card company.

operations, personnel, routes and schedules of all Amtrak trains and availability of alternate or connecting transportation.

The in-station Passenger Service Representative inspects all departing trains for cleaning, water supply, lights and air conditioning or heating. Any deficiencies are reported to the Station Electrician for correction before passengers are boarded. Any train requiring diagrams or other reservation record requires special attention; therefore, the PSR compares diagrams with cars assigned. If any cars are substituted, passengers are then advised of reassignment before boarding.

The in-station PSR also has a working knowledge of specific policies in effect regarding extra charges; transport of extra baggage, animals, wheelchairs, credit, personal checks and credit cards; ticket exchanges and refunds; other public transportation available in assigned city and telephone numbers to call for more detailed information, stations security and medical attention.

For arriving trains the PSR checks with the on-board service personnel or train crew for deficiencies noted enroute and arranges for correction; sees that invalids, aged passengers, children travelling alone and others requiring special attention are being properly met; and checks equipment for lost articles after passengers have left the platform.

amtrak psrs specialize in service

Amtrak is a service organization. Its goal is to provide the American public with a well-run intercity passenger railroad system. A major element in any service effort is the manner in which employees work together as well as the contribution individuals can make toward creating a positive service image with the traveling public.

The PSR: On-Board—In-Station

The on-board Amtrak Passenger Service Representative has two basic functions: to provide information and small customer services to passengers.

The normal trip routine for a PSR includes periodic public address announcements; travel commentaries on specific points of interest; answering passenger questions in regard to their travel schedule; the mailing of letters and/or selling of stamps; special assistance to certain passengers and operating the movie and music equipment on our priority trains.

Service assignments and training for on-board Passenger Service Representatives include the knowledge of diagrams, reservations systems and their comparable on-board accommodations; types of consist locations of facilities and feature cars; accommodations; types and descriptive material of various trains and routes; policies governing aid to passengers in normal, unusual and emergency situations; relationship with railroad

amtrak becomes corridor mail carrier

First-class mail is moving on the railroad between Boston-Washington, D.C. and intermediate cities thanks to a cooperative program between the Postal Service and Amtrak. Under the new system, mail is dispatched in cardboard tray liners, placed in canvas hampers and secured with nylon covers.

The tray method is a time saving measure for both Amtrak and the Postal Service. In-station handling time is reduced and mail preparation procedures are minimized at destinations. Trays of letters are available now for LSM (letter sorting machine) processing within 45 minutes after train arrival. Also, trays prevent the mail from being bent in transit, a hazard under the previous air pouch system which necessitated costly, time consuming manual processing.

To use the new transportation method, Amtrak at some of its stations overcame a loading and unloading problem by modifying its four-wheel trucks to cart the mail to and from the stations. There had been a difference between the height of the carts and the height of the baggage cars from the track bed. In some cities, forklift trucks are used to move the mail containers from car to station and vice versa.

In addition to transporting first-class mail between Boston and Washington, D.C., Amtrak also carries other preferential mail between Boston, Washington, D.C. and Jacksonville, Miami.