

update

A Newsletter for Amtrak Employees



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amtrak cites progress on second birthday



Roger Lewis, Amtrak President, cuts a cake at Washington Union Station to mark Amtrak's second birthday. Assisting him is E. E. Edel, Vice President—Public Relations. Additional pictures appear on pages 4-5.

Illuming two years of progress in rebuilding the nation's intercity rail passenger system, Amtrak rolled out its latest renovated passenger cars for public inspection in both Chicago and Washington May 1 to mark the corporation's second anniversary.

Handsome, tiered cakes topped by pastry "2s" were cut in both cities as the public and invited guests inspected the dramatically improved cars. The cars, which included coaches, sleepers, lounge and dome cars, were the hit of both ceremonies. Finished in plush, warm-hued colors and featuring such innovations as comfortable divans, deep

arm chairs and television sets, the cars won accolades from all who inspected them.

One woman, resting briefly in a lounge car in Washington, D.C. while a color movie ran on the TV, remarked, "This is certainly the way to get me back on the trains." Her companion, a man who obviously is a frequent traveler, agreed with her statement, adding that the next time "I have to go to the Coast, I'm going to ride Amtrak through the Rockies."

In remarks to the press covering the Washington ceremony, Roger Lewis, Amtrak President, said, "We are demonstrating to the Congress

and to the nation that the Amtrak concept is sound."

Mr. Lewis added that in 24 months, Amtrak had reversed 25 years of declining rail patronage and had started America riding intercity trains again.

The yearly decline in train ridership that continued for decades has been reversed and now is rising, Amtrak's chief executive said, reporting that in its second year Amtrak increased its total revenue and reduced its deficit.

Mr. Lewis said that Amtrak traffic increased 11 per cent in its first two

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2nd birthday

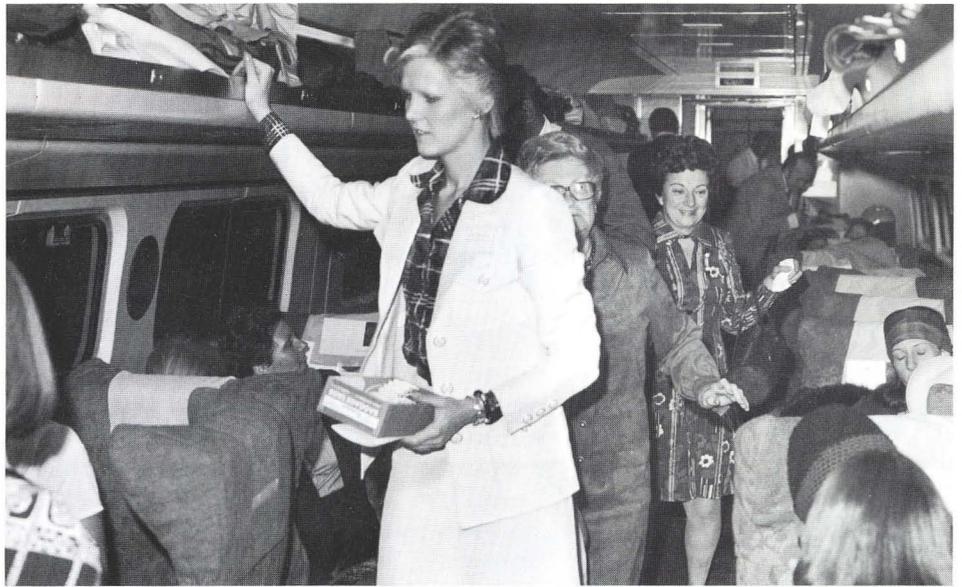
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years and revenues rose from \$152.7 million in the fiscal year starting July 1, 1971 to a forecast of \$179.4 million for the fiscal year ending this June 30.

He estimated that Amtrak's net cash loss from operations in fiscal year 1973 would be \$124 million, down 18.6 per cent from fiscal 1972's loss of \$152.3 million. Fiscal 1974 is expected to see a further 18.6 per cent decline in losses to \$95.6 million, Mr. Lewis added.

In listing improvements brought about by Amtrak in rail passenger service, Mr. Lewis cited better, and in many cases, less expensive food service, standardized fares and timetables and the first phases of a new \$7 million computerized reservations and ticketing service.

The new reservations and ticketing system which will begin operating in some areas on the East Coast this summer, will allow passengers to make Amtrak reservations or inquire about services by toll-free telephone from anywhere in the United States by 1974, he said.



Charles of the Ritz-Lanvin, a name to reckon with in the world of high fashion and exotic perfumes, turned a Metroclub car into an annex of its Parisian parfumerie recently much to the delight of New York's top fashion writers.

To introduce its new perfume, Via Lanvin, the company reserved an entire Metroclub car to bring the writers to Washington for a party at the French Embassy. The car is shown above on its journey south with the writers moving about in invisible clouds of the new scent.

For a few of the writers who had never experienced the Metroliner, the train was as exciting as the new perfume. "From now on," said one, "this is the only way to go to Washington for me."

The Parisians who had come over for the event thought the Metroliner compared very favorably with the fine intercity trains of their country.

silver medal awarded for super chief menu design

The National Restaurant Association recently presented Amtrak with a silver award for the design of its Super Chief menu. The menu was entered into competition by Amtrak's Food and Beverage Department.

Hot embossed stamping used on the cover of Amtrak's winning menu gives a raised effect and creates the illusion of a silver locomotive emerging from a tunnel, depicted by its dome-shaped dark blue matt background.

According to Charles Sandler, Director of Communications and Trade Promotion for NRA, Amtrak's menu design was selected from a field of 1,100. The three gold award winners and seven silver award winners of the American dinner menus category were judged by a distinguished panel of merchandising specialists.

Included in the 19 different menu categories were the following: Atmosphere Table Service (dinner

menus only); Fast Food Service; Children's Menu; Wine and Beverage Lists; Dessert Menu; Menus for Special occasions and Holidays; Room Service Menu; Hospital Menu; Menus of Colleges and Universities; Military Clubs and Private Clubs. Each entry was judged on the basis of general overall appearance including cover (inside and back), merchandising or selling power, ease of reading, imagination and originality.

Among the 57 winners were: Marriott Hotels, Inc., the Four Seasons Restaurant in New York; Holiday Inns, Inc., and Hilton Hotels, Inc. Winners in the College Menus Category include University of Illinois, Sam Houston State University and Ohio University.

Amtrak's silver award menu will be on public display at the NRA Convention and Educational Exposition to be held May 20-23 at McCormick Place in Chicago.



amtrak announces schedule changes

New summer schedule changes will provide improved Amtrak service in the West and a through-train between Boston and Florida.

Some schedule changes went into effect April 29 with the beginning of Daylight Saving Time. These included extension of the Florida Champion's northbound terminus from New York to Boston.

Starting June 10, the San Francisco Zephyr, between Denver and San Francisco, and the Coast Starlight between San Francisco and Seattle, will run daily. Both now operate three times weekly.

Service by the Chicago-Seattle North Coast Hiawatha, which serves northern gateways to Yellowstone National Park, remains three times weekly, but schedules will be faster effective June 11. Through September 9, it will operate as a complete through-train instead of combining with the more northerly daily Empire Builder at Spokane, Wash. Westbound, it will arrive in Seattle 2 hours, 10 minutes earlier. Eastbound, the Hiawatha will depart Seattle at 5 p.m., three hours later than the current schedule.

Better Mexico Connections

Another schedule change west of the Mississippi, involving the new Inter-American from Ft. Worth, Texas, to Nuevo Laredo, on the Mexican border, went into effect April 29. This allows for better connections with National Railways of Mexico trains as the U.S. is on Daylight Saving Time but Mexico remained on standard time.

The southbound Inter-American departs Ft. Worth three times weekly at 7 a.m., one hour later than the previous schedule. Northbound, in order to provide more reliable connections with the Aztec Eagle from Mexico City, the Inter-American departs Laredo at 11:30 a.m., two hours later than the previous schedule.

Florida Service Improved

Extension of the northern terminus

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recent poll favors amtrak's "le pub"

One of Amtrak's most popular innovations, according to a recent poll of riders, was the addition of an entertainment/lounge car, Le Pub, to its overnight train between Washington, D.C. and Montreal via New York and Vermont.

Amtrak's Passenger Service Representatives recently surveyed 85 passengers on-board Le Pub. Of these, 72 were particularly delighted and said similar cars should be added to all Amtrak trains. Another 10 voted in favor of keeping Le Pub on the Montrealer. Only three said they were "not interested at all."

Le Pub features a sing-along pianist and music from a stereo tape deck when the pianist is off duty. Reasonably priced drinks (75 cents for beers, \$1.35 mixed drinks) are served in a congenial, get-acquainted atmosphere.

Le Pub originally was added to the train, which serves Vermont ski resort areas as well as winter playgrounds near Montreal, as a "ski train" feature. Amtrak has found, however, that the car is equally popular in other seasons.

Live entertainment will be continued in Le Pub until at least July 30 on the New York-Montreal segment of the trip.

psr finds new way to display logo

Beverly Beach, a 21-year-old Newfoundland girl who deserted an accountant's office to work for Amtrak, has found a new way to display the Amtrak arrow.

Miss Beach has discovered that two light-weight Amtrak pins make excellent earrings—if, that is, a girl has pierced ears. She does not recommend it for girls whose ear lobes are still intact.

A passenger service representative, Miss Beach has been riding the Montrealer since joining Amtrak last February. "I can't conceive of a job that is more fun or more rewarding than the one I have," she says.

"In just the few months that I've been riding the Montrealer I've seen both the train and service improve tremendously. Our passengers are well aware of what we're doing for train service in this country. Most of them are highly complimentary regarding the Montrealer and they are delighted Amtrak has given them another travel option."

new amtrak service

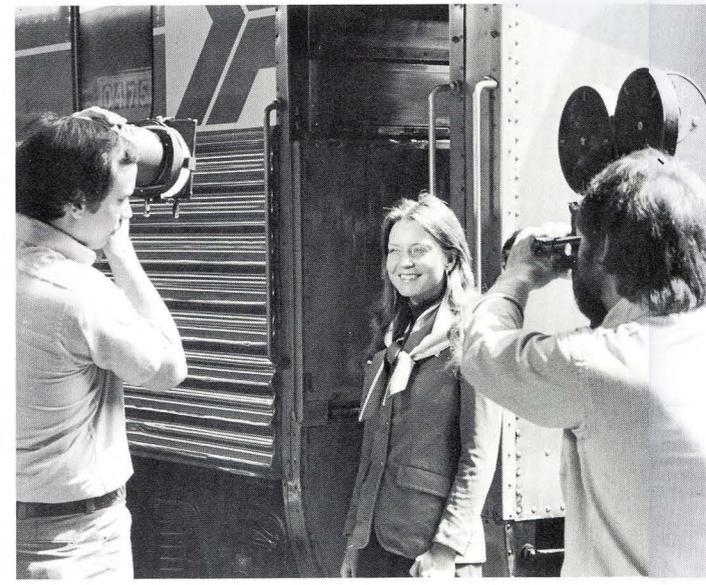
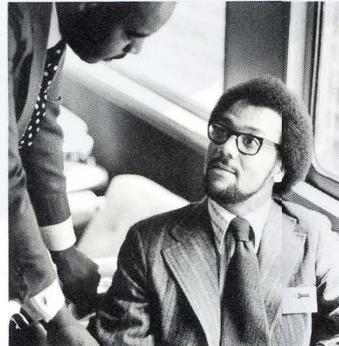
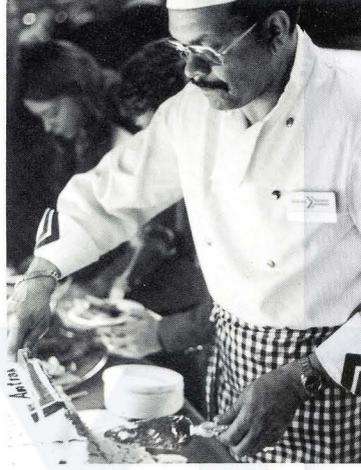
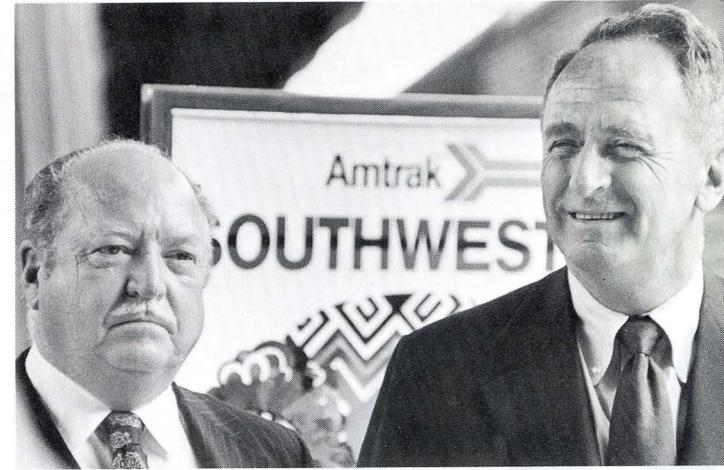
Amtrak is operating a new daily passenger service between Washington, D.C. and Cumberland, Md. and intermediate Maryland and West Virginia points May 7 through June 30.

Amtrak President Roger Lewis said that this temporary service was requested by the states of Maryland and West Virginia under Section 403(b) of the Rail Passenger Service Act of 1970 pending completion of permanent arrangements under which the states will reimburse Amtrak for two-thirds of the losses associated with these trains.

Mr. Lewis acted to institute the new temporary service after the governors of both Maryland and West Virginia had given Amtrak assurances that prior to June 30 permanent funding by the states would be arranged.

The new service connects Washington, D.C. and Cumberland with intermediate stops at Silver Spring, Md., Brunswick, Md., Harpers Ferry, W. Va., and Martinsburg, W. Va.

amtrak celebrates 2nd birthday aboard newly refurbished cars



amtrak's dual mission

In pursuing our goal to make Amtrak a modern, efficient means of transportation for intercity passengers, we should not lose sight of the important fact that we actually have two missions to perform—one to the traveling public and the second to the many millions of Americans who may never have an occasion to ride a train.

It is true that the Congress of the United States established Amtrak "for the purpose of providing modern, efficient intercity rail passenger service." That is our primary mission. But as we work toward this goal, we are going to make significant contributions to the welfare of all Americans.

Our nation faces many domestic problems today—problems associated directly with our burgeoning population, our clustering together in large cities, our seemingly insatiable demand for more and more energy, and our need for mobility to conduct our commerce and preserve our economy. These problems result in air and noise pollution, congested highways and airports, unnecessary deaths and an energy crisis that merits grave concern.

In this column, let us consider the energy crisis and how Amtrak can be instrumental in easing it, thereby benefiting all Americans whether they travel or not.

America became the power that it is because it had a seemingly boundless supply of energy resources—oil, coal and gas. Without these resources, we could not have created a way of life for our people that is unrivaled in history.

Now, suddenly and shockingly, our energy well does seem to have a bottom and due to a number of reasons we are reaching it. One of these reasons is a growing demand for more and more energy. We require energy to run everything from huge power plants to our automobiles to our electric toothbrushes.

Oil—the present mainstay of American energy—runs all of these machines and devices. America, in fact, travels on oil. Oil runs our airplanes, our automobiles, our

trains, our buses. Our growing transportation needs is one of the reasons that we are feeling a shortage of oil. In the twenty years between 1950 and 1970, transportation accounted for an increase of 166 per cent in energy consumption in our nation.

Until now we could be profligate with our oil. It was cheap, it was plentiful and we could use it anyway we wished. If we didn't want to use it efficiently, it made no difference. And we didn't. Our automobiles devour prodigious amounts of oil in the form of gasoline. Yet the automobile is not nearly so efficient as the train in energy consumption. The National Science Foundation tells us that the automobile achieves 32 passenger miles per gallon of fuel while the train almost triples that figure.

Now, however, we must conserve our oil. We must develop more efficient means of using it if our energy crisis is not to become catastrophic. Since it is an accepted fact that the train is a highly efficient user of oil, it certainly cannot be doubted that a strong intercity rail passenger system can play a major role in conserving our energy resources without forcing a hardship on all of us—train travelers or not—and without vitiating our way of life.

With a strong, intercity rail passenger system, our nation can continue to grow and prosper. Without it, overcoming our domestic problems will grow increasingly difficult, drastically affecting an America that our forefathers worked and fought to build.

schedule change

(Continued from page 3)

of the Champion to Boston on April 29 gave New Englanders their first through-train to Florida in two years. It departs Boston at 1 p.m., New York at 5:45 p.m., arriving in St. Petersburg, Fla., at 6:45 p.m. the next day. Northbound, the Champion leaves St. Petersburg at 1:30 p.m., arriving in New York the next

day at 2:55 p.m. and in Boston at 7:50 p.m.

Amtrak's premier train between Miami and New York, the Silver Meteor, continues to operate essentially on its former schedule. The Meteor and Champion will operate as separate trains throughout their runs, rather than be combined as they were last Summer.

The seasonal Vacationer has been withdrawn effective with the time change. However, between June 15 and August 31, a new weekend-only train, the Carolina Special, will operate from New York to Jacksonville, Fla., on Friday nights and from Jacksonville to New York June 17 through August 26, and on September 3. It will provide economical Slumbercoach service.

Silver Star Subs for Montrealer

The Florida Silver Star, rescheduled northbound to depart Miami at 5:10 p.m. approximately two hours later than the previous departure time, leaves Washington for New York at 5:05 p.m. to fill a popular after-work time slot formerly occupied by the Montrealer. Southbound, the Silver Star's departure remains the same. Running time between New York and Miami, southbound, has been shortened one hour.

The Washington-Montreal train departs earlier to make better connections at Montreal with major Canadian trains.

The northbound Montrealer leaves Washington at 4:05 p.m., departs New York at 8:10 p.m., and arrives in Montreal at 9:45 a.m. Southbound, the Washingtonian departs Montreal at 8:25 p.m. and arrives in New York at 9:10 a.m. and Washington at 1:55 p.m.

New Weekend Metroliners

Additional weekend-only trains also operate between New York and Washington. On Friday and Sunday nights, a new Metroliner leaves Washington at 7 p.m., arriving in New York at 10:04. Southbound, a Metroliner leaves New York each Friday and Sunday at 11:30 p.m., arriving in Washington at 2:29 a.m.

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schedule change

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Two new Sunday conventional trains also have begun operating. The northbound New Yorker, departs Washington at 9 p.m., arriving in New York at 12:55 a.m.; the southbound Chesapeake departing New York at 6 p.m. arriving in Washington at 10:05 p.m.

Chicago-Florida

The Floridian, Amtrak's Chicago-Florida train, operates for two nights-and-a-day between the Midwest and Florida rather than the previous two days-and-one-night. It leaves Chicago at 8:30 p.m. and arrives at St. Petersburg at 11:59 a.m. and Miami at 12:55 p.m. on the second day. Northbound, the Floridian departs Miami at 5:10 p.m. and St. Petersburg at 5:25 p.m., and arrives in Chicago at 7 a.m. on the second day.

The Floridian is continuing as a through-train between Chicago and St. Petersburg, with through-car service provided to and from Miami via the Silver Star.

More Information In Timetables

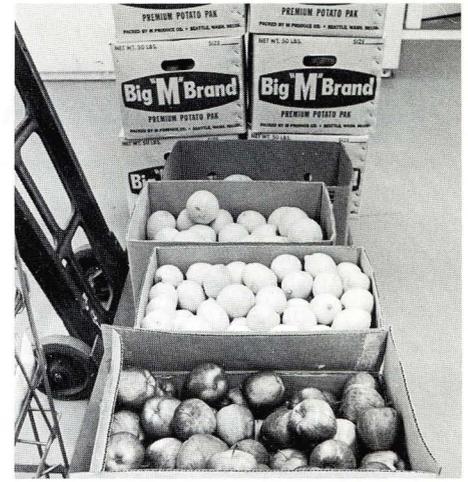
The new Amtrak timetables, incorporating the schedule changes, contain far more information than previously. The system-wide schedule includes connections to off-system destinations.

Regional timetables have been expanded, too, with more extensive use of symbols denoting types of meal and beverage service on trains, checked baggage service and cities where special Amtrak rental car services are available.

In addition to the timetables, a series of card and folder schedules are available on trains and at Amtrak stations.

amtrak appoints

W. SCOTT ARMENTROUT as counsel. Prior to joining Amtrak, Mr. Armentrout served as an attorney for the C&O/B&O Railroad, Baltimore.



Food is purchased on a daily basis for Amtrak's commissaries to insure freshness of produce and other perishable items.

9 nationwide commissaries stock 225 amtrak trains

A beef steak and potato dinner for 60 cents made headlines in 1867 when the first hotel car made its maiden run from Chicago to New York, an excursion which took seven days with considerable fanfare all along the route.

The hotel car featured a combination of sleeping and dining facilities and was soon followed by the first diner named "Delmonico" by its creator George Pullman. The dining car concept was quick to catch on and soon diners were in heavy demand.

Now, over 100 years later, the dining car still plays a vital role in passenger rail service and is considered a major asset in drawing the traveling public back to the passenger train.

Amtrak operates dining cars on most of its 225 daily trains and a total of 164 diners belong to the corporation's fleet of equipment. Food service is also offered on a series of snack cars owned by Amtrak.

The staffing of a dining car varies according to the car's design and can range from one to four cooks with usually four to six waiters. The general formula used is one waiter for every four tables or 12 persons. All dining cars are staffed with a dining car steward or waiter-in-charge who arranges seating, accounts for the money and generally oversees the entire dining car operation.

Extensive behind-the-scenes work goes on in order to serve a dining passenger a hot, tasty meal. Much of the ground work is done by 9 commissaries scattered across the country which supply Amtrak's 225 daily trains.

Four of the facilities are now operated by Amtrak in Chicago, Los Angeles, Seattle and Washington, D.C. Others operated by the railroads are located in Chicago; Long Island City, New York; Oakland; Jacksonville and Miami.

In the event a train should run out of a particular item enroute, it may be ordered from one of four "top off" areas located in St. Paul, Boston, New York and Philadelphia. The "top offs" do not stock food supplies, but they will purchase a rush order if the need arises. In such cases a message is sent ahead to prevent any unnecessary delay of the train.

Before Amtrak, the railroads operated scores of commissaries nationwide. The consolidation of these has alleviated duplication of effort and has resulted in a substantial cost saving for Amtrak. These lower costs have been passed on to Amtrak passengers in the form of better meals for less money. Further consolidation is planned.

The function of the commissary encompasses both dining car and sleeping car material and personnel. The commissary is responsible for

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commissaries

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stocking the trains with food and beverage and linen as well as arranging crew schedules.

Food is purchased by buyers from Amtrak's Procurement and Material Control department who are based at the various commissaries. They buy on a daily basis to assure freshness of produce and other perishable items. The commissary is charged with the responsibility of seeing that these items are in optimum condition when they are put onboard the trains. The commissary operation involves a certain amount of security since alcoholic beverages are involved as well as proper refrigeration and storage techniques to prevent spoilage.

Amtrak's Empire Builder for instance is one of six trains serviced by Amtrak's Seattle Commissary on one end and one of 30 dining cars stocked by the Milwaukee Road facility in Chicago.

The Builder's diner is staffed by 13-15 men. One crew boards in Minneapolis, goes to Chicago, Seattle and returns to Minneapolis to be relieved after six days of working 15-hour days—all to assure Amtrak passengers three delicious full-course meals every day of the week.

The culinary delights of Amtrak's diners which feature regional specialties have not gone without notice.

Passengers are often heard to comment favorably on the high quality of food and service, not to mention the reasonable prices.



Seattle Commissary Manager Jim Burton checks food supplies destined for six Amtrak trains.



Amtrak

profile

steve throckmorton



Seattle native Steve Throckmorton switched from steam ships to trains when he joined Amtrak recently.

Before his present position as Supervisor of Commissary operations for Amtrak in Seattle, Steve served as senior ticket agent for Canadian Pacific, booking passengers on the Princess Marguerite, the ship which runs from Seattle to Victoria, British Columbia.

Between the two jobs, Steve spent two years in the U.S. army; a year in Vietnam, and a year in Baltimore where he served as a personnel officer in intelligence command. He has always had an interest in transportation, however, and when his military service was over, Steve decided to continue his career in the transportation field.

His job with Amtrak involves seeing that the entire Seattle commissary operation runs smoothly. He is responsible for proper storage of food to assure it is of top quality

when turned over to dining car crews; stocking cars with requisitioned food equipment items, and providing linen service for the trains.

When not involved with Seattle's commissary, Steve can often be found on his motorcycle or playing handball. Calling himself a sports enthusiast in general, Steve is also active in the Army Reserve.

He is optimistic about Amtrak and feels the future of the passenger train is excellent. Steve says Amtrak is demonstrating that people do want to travel by train if train travel is made attractive, comfortable and reasonable in price. He thinks that good food service is a vitally important part of drawing the traveling public back to the passenger train.

Steve received a degree in business administration from Seattle University with special emphasis on personnel management and industrial relations.