

update



A Newsletter for Amtrak Employees

VOLUME 2-ISSUE 14

OCTOBER 1, 1973

french trains; state house make oct. 1 debut

french turbine trains

Amtrak's new French turbine trains began service between Chicago and St. Louis Monday, October 1 with two convenient departures a day from both cities.

The new trains make the trip in four hours and 59 minutes with stops in Joliet, Bloomington, Springfield and Alton. To maximize service over the route, each of the new turbos makes one round trip a day between St. Louis and Chicago and has departures at peak travel hours.

There was no increase in fares over the route. (For example, one way coach fare between St. Louis and Chicago is \$14.50; between Chicago and Springfield is \$9.25.)

On Friday, September 28, one of the new turbos made a pre inaugural run between Chicago and St. Louis with brief stops at the four intermediate cities while the other turbo remained on public display in Union Station, Chicago.

The French turbine trains are part of a 36-train order built by ANF-Franeco of Crespin, France for the French National Railways. Each train is powered by two 1,140-horsepower aircraft-type gas turbine engines, one at each end of the train and capable of operating in unison. Each five-car train consists of a power car at each end, a bar/grill car and two coaches for a total passenger capacity of 296. The trains have a rated top speed of 125 miles an hour and a range of about 1,000 miles between refueling.

"the state house"

The first of a series of new Amtrak trains operated as a joint effort with the state of Illinois began service between Chicago, Springfield and St. Louis on Monday, October 1.

The train, called "The State House," will connect five mid-state Illinois cities and will operate on a schedule designed to give shoppers or business travelers almost a full day in Chicago.

Intermediate cities served are Joliet, Pontiac, Bloomington, Lincoln, Springfield, Carlinville and Alton.

Equipment for the new train includes reclining seat coaches and a lounge car offering beverage, snack and light meal service.

Amtrak and the state of Illinois plan to work together to encourage state employees traveling between Springfield and Chicago to use the new service.

The Chicago-Springfield segment of the train's service is operated under Section 403 (b) of the Rail Passenger Act of 1970. This section allows state and local agencies to request additional rail service if they agree to reimburse Amtrak for not less than two-thirds of the associated losses. Governor Dan Walker signed legislation this summer providing \$1.5 million in subsidies for this train and five additional Chicago-based services to Dubuque, Rock Island, Quincy, Peoria and Decatur. The Chicago-Quincy service is an existing Amtrak route while the Dubuque and Decatur services will be initiated at a later date.

Approximately one-third of the appropriation goes for continuation of non-Amtrak routes over Rock Island lines between Chicago-Peoria and Chicago-Quad cities.

AMTRAK'S CHICAGO-ST. LOUIS SERVICE
(Effective Oct. 1, 1973)

		Read down				Read up	
State House	TURBO	(Conv. Equip.)	TURBO		State House	TURBO	TURBO (Conv. Equip.)
305	303	307	301		300	302	304 306
Daily	Ex Sa	Sa-Su only	Ex Sa-Su		Daily	Ex Su	Ex Sa-Su Sa-Su only
6:15PM	5:10PM	8:10AM	8:10AM	Chicago	10:20AM	12:24PM	9:24PM 10:05PM
6:58PM	5:53PM	8:53AM	8:53AM	Joliet	9:33AM	11:35AM	8:35PM 9:14PM
7:50PM	—	9:44AM	—	Pontiac	8:35AM	—	— 8:20PM
8:30PM	7:10PM	10:20AM	10:10AM	Ar Bloomington Dp	8:05AM	10:17AM	7:17PM 7:49PM
8:35PM	7:13PM	10:24AM	10:13AM	Dp Bloomington Ar	8:00AM	10:14AM	7:14PM 7:43PM
9:02PM	—	10:53AM	—	Lincoln	7:30AM	—	— 7:06PM
9:35PM	8:10PM	11:30AM	11:10AM	Springfield	7:00AM	9:16AM	6:16PM 6:37PM
10:11PM	—	12:06PM	—	Carlinville	6:18AM	—	— 5:56PM
10:51PM	9:16PM	12:43PM	12:16PM	Alton	5:48AM	8:10AM	5:10PM 5:24PM
11:50PM	10:09PM	1:40PM	1:09PM	St. Louis	5:00AM	7:25AM	4:25PM 4:30PM

university of oregon stages unique arrival for students

The University of Oregon Ducks had a new form of transportation when they headed for the Eugene Campus this fall—the Web Foot Express.

A special Amtrak coach dubbed “Web Foot” left Los Angeles on the Coast Starlight/Daylight September 16 picking up students in San Francisco that evening. The 44 students arrived in Eugene at 10:30 the following morning.

The idea was created by the University Dean of Students as a means to transport primarily new students to the Northwest campus. The University put out material to California students on the unique way to arrive in Eugene. As word spread the demand for space grew.

The Web Foot’s overwhelming success has lead the school to plan on making it an annual event and to arrange for more space in future years.

fall and winter cruises offered

Amtrak’s latest fall and winter tours offer two different kinds of cruises—one almost entirely by rail and another (with a little help from Holland America) by sea.

The “Winter Sunshine” rail cruises are offered in co-operation with Four Winds Travel, Inc., a specialist in luxury escorted rail tours.

A Caribbean rail-and-sail cruise program out of Port Everglades will be aboard the S.S. Nieuw Amsterdam which is making her final U.S. sailings before her scheduled retirement in mid-December.

Four Winds winter program of American Rail Cruises offers October-March departures for a 22-day Fiesta Americana tour of the Deep South, Texas and Mexico plus 21-day and 16-day transcontinental trips with the emphasis on California and the Southwest. A 16-day Flamingo Americana cruise around Florida has departures scheduled from October through April.

All-inclusive prices range from \$1,060 to \$1,450. Departures for Mexico are from New York or Houston; for California, from New York or New Orleans; for Florida, from New York or Jacksonville.

The final 10-day sailings of the Nieuw Amsterdam to the Caribbean are expected to be something of an exercise in nostalgia. The largest luxury liner regularly to sail from Florida, she has been in service under the Dutch flag since her launching in 1937. Many of her cruise passengers have repeated year after year. Nostalgia will be a special guest on the cruises of Oct. 15 and 26 when Ray McKinley’s Orchestra sails along playing the dance music of Glen Miller with Ray Eberle as vocalist.

Amtrak rail-and-sail fares for these sailings begin at \$465 including coach fares from the Philadelphia-Washington, D.C. area. Final sailing is December 7.

highlights. She covered the peace demonstrations of the late '60's; reported on the beginnings of the woman's liberation movement and the historic campaign to liberalize the state of Washington's abortion laws. She witnessed the economic crisis caused by the Boeing cutbacks when breadlines became a grim reality in Seattle.

Ms. Dwyer traveled frequently with Seattle's Medic 1, one of the best coronary rescue units in the U.S. Her coverage of conditions at Seattle's King County Jail prompted changes in food services and in nearby Kitsap County jail her stories helped arouse voter sentiment for a new facility. On the light side, she covered the opening of the boating season in Seattle, sports at the University of Washington and became somewhat of an authority on the Jesus movement having interviewed the Children of God, Love People, and several other sects. Her coverage of a boxing “weigh-in”, usually off-limits to women, inspired copy in the Seattle “Times.”

Like fishermen, every journalist has a favorite tale about “the one that got away.” Ms. Dwyer remembers the day she was cruising in the television car and happened upon the scene of a fire in a commune. One of the firemen heard squealing inside and was able to extract a mother dog and her eight pups from the flames. While Ms. Dwyer directed her cameraman to film, the fireman gave mouth-to-mouth resuscitation to the mother dog. Unfortunately, back in the dark room, it was discovered that the cameraman had shot the potential prize winning pictures without film.

In addition to her television background, Ms. Dwyer has worked for several newspapers in Idaho and Utah. Writing ability runs in her family; her only sister is a former newspaper reporter who is currently working on a book based on their family history.

In May of 1972 Susan Dwyer and her husband Paul moved from Seattle to Washington, D.C. where she accepted a temporary position with Amtrak's Reservation Control Center while awaiting a journalism opening. She soon became *Update's* Editor/Writer specializing in employee “profiles.” She has since been promoted to Senior Writer and in addition to material for *Update* she writes press releases and coordinates Amtrak filming. However, “profiles” remain one of her favorite assignments. In her travels throughout the country, she says she has yet to interview someone who was not interesting and unique. She's found a gold miner, jewelry maker and an acclaimed painter among the Amtrak ranks.

She is currently studying photography and hopes to perfect her ability until she can produce photo-essays for Amtrak and on a freelance basis.

Ms. Dwyer says that half-way through an interview, the most surprising facts come out about the person being interviewed. Her own interview was no exception. It seems she has an unsuspected musical streak. She played trumpet in a band for seven years; still plays the banjo; sang with several vocal groups and even attempted a “few occasional hated solos.”

**NOW
JUST ONE
NUMBER
TO CALL FOR
ALL AMTRAK
TRAINS (312)
786-1333**

You can purchase Amtrak train tickets at our convenient ticket office at Jackson & Michigan (open Saturdays) as well as at the terminals.

Amtrak — America's first nationwide passenger rail service.
We're making the trains worth traveling again.



chicago reservation center celebrates 2nd anniversary

October 1, 1971 was a landmark day for Chicago and for Amtrak. On that day Chicagoans began dialing one central telephone number for rail passenger information and reservations. Prior to consolidation under Amtrak's Chicago Reservation Center, there had been six different railroads and terminal companies handling reservation and information service for Amtrak trains—each with its own telephone number.

The reservation center has come a long way in two short years. Jackie McNaught, the center's General Supervisor, remembers those first weeks

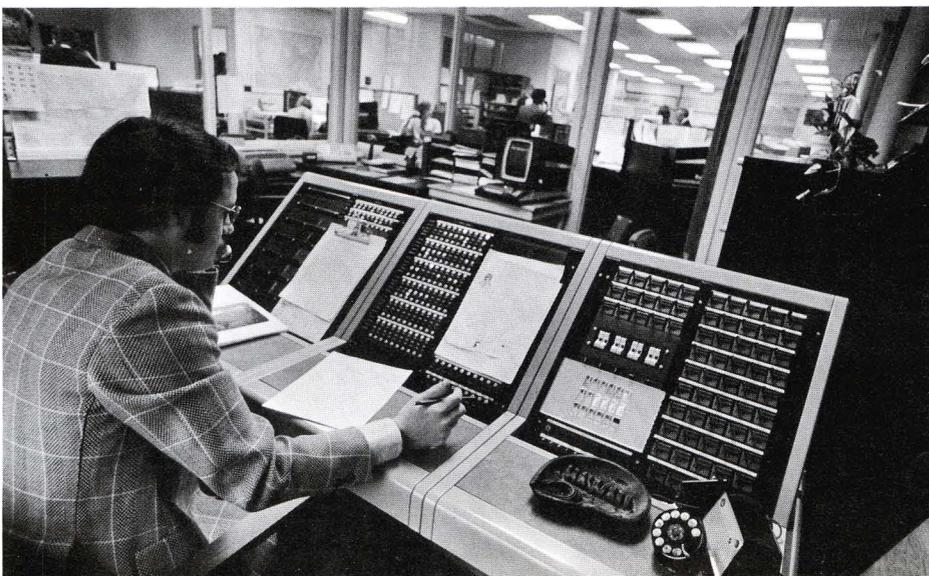
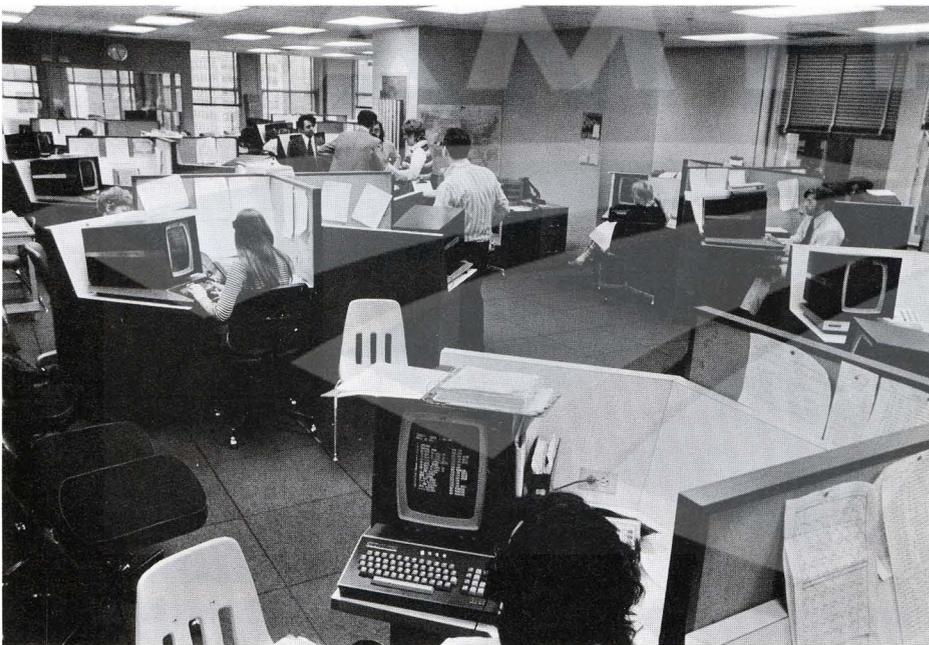
and the problems caused by "different car diagrams marked in different ways; different filing systems, and the different backgrounds of new employees."

In those first hectic months every railroad had its own teletype format and codes for accommodations varied. In November 1971, the Reservation Center's PDP 10 computer was installed. A rejection system had to be programmed into the computer so that it would recognize each train's city pairs. It was possible, for example, for a new agent to make a reservation from Chicago to Los Angeles on the Broadway Ltd.

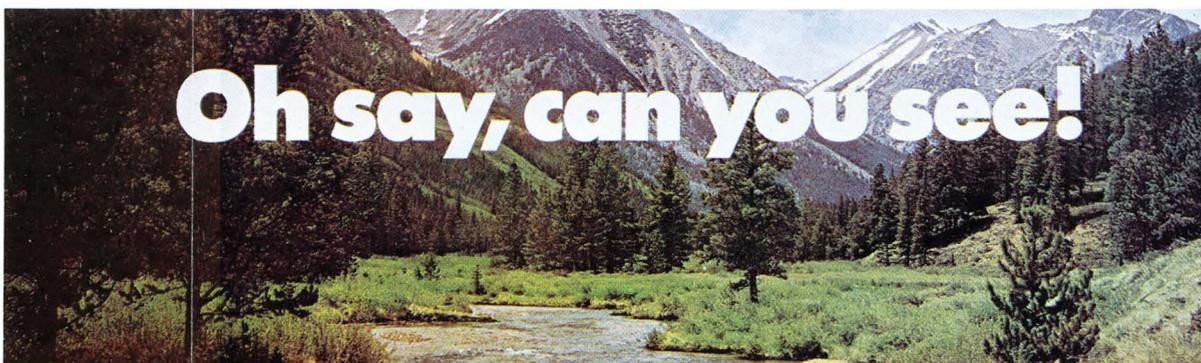
Cope Scholler, General Supervisor of the Chicago Reservation Center, credits the center's steady decline in lost call volume to "time, training and retraining." A key figure in the training of the center's young staff (oldest floor supervisor is 26) has been Information Specialist Ruth Christensen. Mrs. Christensen compiled individual schedule and fare books for each city controlled by the center. This consolidated information greatly simplifies the information process for the reservation agents.

Initially the Chicago Reservation Center only handled Chicago area calls plus Minneapolis calls via several Watts lines. In March 1973, Denver and Detroit came under the center's jurisdiction and in April Ft. Worth and Dallas were also added. With the addition of these four cities, the Chicago Reservation Center approached this past summer with an estimated 50% increase in call volume. Omaha, Kansas City, St. Louis, Indianapolis and Cincinnati are also scheduled to be added to the Chicago Reservation Center.

Although the Chicago Reservation Center has come a long way since October 1, 1971, its biggest innovations are in the near future. In February of 1974, Chicago is scheduled to become the Middle West Center for Amtrak's new ARTS central computerized reservation and ticketing system.



AMTRAK TRAINS RIDE BIKES



Oh say, can you see!

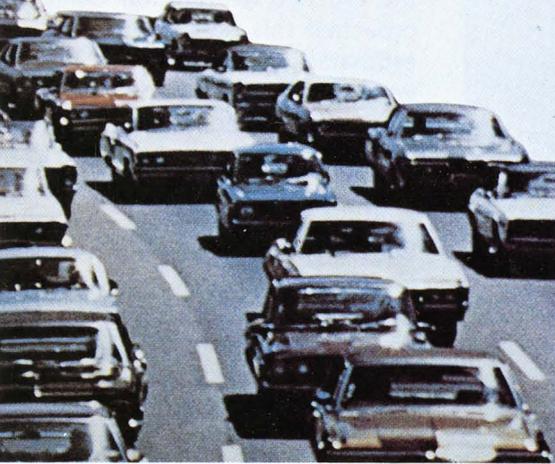


THE SCENIC FREEWAY

AMERICA'S MOST SCENIC TRAIN RIDE



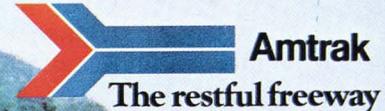
NEXT TIME...TAKE OUR CAR!



The uncrowded freeway



NO EXHAUST. NO EXHAUSTION.



Chicago \$90 / New York \$131 (one-way coach rail fare)

amtrak advertises outdoors

Amtrak advertising went "outdoors" this August. Specially designed billboards, on display August 15-November 15 in 250 locations throughout the Los Angeles area, will be seen by more than eight and one-half million people. In addition, billboard miniatures will be posted in Amtrak district sales offices and travel agencies throughout the country.

This is the first time Amtrak has made a concentrated media effort in a major market utilizing outdoor poster and painted boards. The Los Angeles campaign is a test case for the effectiveness of this type of advertising. If the reaction is favorable—in increased revenues and Amtrak awareness—similar outdoor campaigns may be designed for other metropolitan areas.

The five new outdoor ads are among the most striking Amtrak has produced to-date. With the Los Angeles area's notorious traffic problems, it is no accident that three of the five billboards refer to the "freeway" and stress the contrast between train and automobile travel. Another billboard adds ecology to this theme: "No Exhaust No Exhaustion . . . Amtrak the Restful Freeway."

One billboard reminds Los Angeles that the Coast Starlight/Daylight is considered by many to be "America's Most Scenic Train Ride."

Perhaps most attractive of all is the "Amtrak Trains Ride Bikes" billboard. This summer large numbers of cyclists, particularly on the West Coast, have discovered the fun and convenience of combined rail bike touring.

In August Amtrak also began advertising on the sides and interiors of buses in Chicago and on transit vehicles in New York and Boston.

ridership up 150% on amtrak's most scenic route

Amtrak's all refurbished Coast Starlight/Daylight operating between Seattle and Los Angeles captured headlines from coast to coast this summer with ridership increases of over 150 per cent.

"The train used to be called the most beautiful train in the world," one passenger was heard to say, "and to me it always will be." No doubt some of the most spectacular scenery in the entire Amtrak system can be seen from the Daylight's windows—one of the features which has prompted the train's popularity.

Pulling out of Los Angeles shortly after 10 each morning the train passes through the heart of the famous southern California agricultural areas of the Salinas and Santa Clara Valleys. Passengers may watch farm workers in the fields harvesting artichokes and lettuce. Orange groves are a common site along with an occasional oil well.

The Daylight stops occasionally at Spanish-styled stucco stations along the route. The "Gigantic Old Rubber Tree" which is actually a Moreton Bay Fig can be seen just to the left of the Santa Barbara station where it was planted in 1872.

Among the spectacular scenery passengers enjoy is 113 miles of Pacific coast with its foamy breakers crashing within feet of the train.

The train arrives in Oakland at 8:20 p.m. with connecting bus service to scenic San Francisco eight-and-a-half miles away.

After a short stop to service the train, the Starlight departs for Northern California, Oregon and Washington. Although this part of the trip is by night, passengers can often see Mt. Shasta, the highest mountain in California. The Northern California-Oregon area is famous for its timber production along with farming and cattle grazing.

One of the most famous ascents in American railroading is "The Hill" between Klamath Falls and Eugene, Oregon. Here the train climbs 3,679 feet in 44 miles up the western slope of the Cascade mountains.

In Washington State the Daylight winds its way through Kelso and



Amtrak's Coast Starlight arrives at Santa Barbara, California.

Longview, great manufacturing centers for paper, wood pulp, forest products, boats and aluminum. On a clear day snow-capped Mount Rainier, Mount St. Helens and Mount Adams are visible to the east.

As the train moves toward Tacoma Mt. Rainier comes into clear view along with the blue water of Puget Sound. Rainier, a 14,410-foot dormant volcano is the highest point in Washington.

The end point of the train's 1,375 mile trip is Seattle, famous as the site for the 1962 World's Fair. The revolving restaurant atop the 606-foot Space Needle offers a spectacular view of the city and surrounding Puget Sound. Seattle boasts more pleasure boats per capita than any other city in the world and it is noted for its excellent seafood.

Passengers on the Starlight/Daylight are offered an opportunity to try the regional delicacies of the West Coast in the train's diner. Entrees include dungeness crab and salmon filet.

For those who would like a change of pace, movies and games are offered in the lounge—entertainment car and passengers can keep track of

the scenic attractions as they roll by with a special brochure on the train.

The Starlight/Daylight, known as the Cascade in pre-Amtrak days when it was operated by the Southern Pacific, has always had attractions that distinguished it from many of its counterparts.

The Cascade was an overnight streamliner from Portland to San Francisco named after the Cascade line which was completed by Southern Pacific in the 1920s. The Cascade connected with another train between San Francisco and Los Angeles called the Starlight. When Amtrak assumed control of the passengers trains in 1971 the two trains were combined to a single through train between Los Angeles and Seattle with the Los Angeles-San Francisco segment called the Daylight since it operated during daylight hours and the nighttime segment between San Francisco and Portland called the Starlight.

A new on-train brochure featuring the Starlight/Daylight is scheduled for distribution this fall. It will be the first route brochure put out by Amtrak to have photographs actually taken of or on the featured train.

take advantage of new springfield service tour lincoln's hometown this fall

A very special tour of Abraham Lincoln's home town, tailored to make the best use of improved train service to Springfield this fall, has been announced by Amtrak.

The tour of Illinois' capitol city includes round-trip rail fare, a choice of 10 hotels or motels, transfer between the Amtrak Depot and lodgings and a day-long (5½ hour) Lincolnland sightseeing trip featuring a visit to New Salem Village.

The two-day tour with a one night stay costs from (per person, double-occupancy) \$25 from St. Louis, \$30 from Chicago and \$37 from Milwaukee. Because Amtrak expects a volume of tourists from these three cities, the special package price includes a 25 per cent group rail discount.

On October 1, Amtrak expanded train service in the Chicago-St. Louis corridor. Now four trains will operate in the corridor including Amtrak's newest high-speed equipment, two turbo-powered trains recently imported from France. In addition to the two turbos and one conventional

train, the "State House" a new train funded in part by the state of Illinois went into service October 1. Amtrak also has convenient connecting service from Milwaukee to Chicago.

Titled the "Springfield Adventure Tour to Lincolnland," this go-anyday-inclusive package is a joint effort of Amtrak, the Greater Springfield Chamber of Commerce, the Illinois Division of Tourism and the Hotel-Motel Association of Springfield.

Tour prices vary with the lodging chosen. The Downtowner Motor Inn offers a cocktail, dinner with wine and breakfast as part of its package. The State House Inn includes a cocktail, steak dinner and champagne; the Ramada Inn, a cocktail and dinner with wine; two Holiday Inns, a welcome cocktail and breakfast served in bed; the A. Lincoln Motel, dinner and breakfast; the Sheraton Inn, champagne. Other participants are two Howard Johnsons and a Travelodge.

The tour can be extended to include three days and two nights in Springfield for an extra \$8 to \$13

each, depending on accommodation.

For those who wish to expand the range of their tour a bit—say to the Clayville Stagecoach Stop, west of Springfield, or on to the Amish country at Arthur and Arcola—a tour option provides week-end use of an Avis Rent-a-Car for \$7 a day, plus 11 cents a mile.

Another week-end option is a visit to "Illinois Country Opry" just south of New Salem State Park, offering two hours of family entertainment on Friday and Saturday nights.

Although the most attractive Springfield tour prices are from the Milwaukee, Chicago and St. Louis area, Amtrak offers the tour from any point on its 24,000-mile system.

amtrak appoints

Angelo M. Caputo as Director of Audits. A Certified Public Accountant in both New York and Washington, D.C., Mr. Caputo is a former member of Coopers and Lybrand. He comes to Amtrak from Kay Corporation of Washington, D.C. where he was Vice-President and Controller.

Nelson I. Crowther, Jr., former Deputy General Counsel for the Federal Home Loan Bank Board, as Counsel.

Ross D. Higginbotham, formerly of Martin Marietta, Florida, as Manager, Training. **Louis Hill** as Manager, Service Administration. Mr. Hill was Burlington Northern's Railroad's Director of Operations Analysis in St. Paul.

Kirby J. Inglese, formerly of American Airlines, as Manager, On-Board Services/Corporate. **James L. Larson** as Manager, Station Services/Corporate. Mr. Larson comes to Amtrak from the Chicago and Northwestern Railway Transportation Company where he was Assistant Division Manager-Transportation in St. Paul.

Joseph J. Schmidt as Director, Planning and Development, Operations. Mr. Schmidt comes to Amtrak from the C&O/B&O Railroad where he was Director of Research Services. **Elyse Wander**, a recent American University Law School graduate, as Counsel.



Elmer Hoagland's license plate has caught the eye of many people in the state of Florida, including one deputy sheriff who wanted to arrest Mr. Hoagland for driving with an unauthorized plate. Luckily his license is legitimate, the only one of its kind in the state. After Florida passed a law in July of 1972 allowing personalized license plates, Mr. Hoagland, Supervisor of Service, West Palm Beach, applied for and received his unique Amtrak tag.

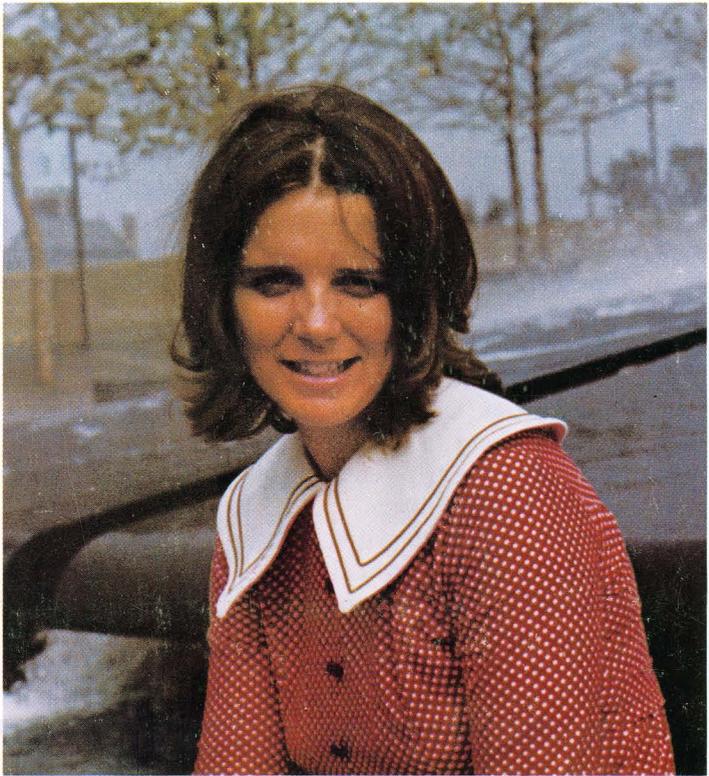
Amtrak profile

Writing *Update's* "Profiles" column should be a snap for Amtrak's Senior Writer, Susan Dwyer. In her previous position as General Assignment Reporter for KOMO-TV Seattle, she interviewed newsmakers as diverse as Mrs. Spiro T. Agnew, author Jessica Mitford and General William Westmoreland.

Ms. Dwyer joined KOMO, one of ABC-TV's largest affiliates, in 1968 after graduation from Utah State University in journalism and social sciences. Hired initially as a Newsroom Coordinator, she soon became the station's first woman reporter. She describes writing for television as demanding and unpredictable, "it seemed as though major fires or bank robberies always happened late Friday afternoon." However, she is enthusiastic about the opportunity up-to-the minute coverage offers to "witness and report what's happening as it happens."

Susan Dwyer describes her television assignments as "varied"—an understatement when she recalls a few of the

(Continued on Page 2, Col. Two)



Susan Dwyer



This coach/lounge was one of several newly refurbished Amtrak cars on display at Union Station, Washington, D.C. for Amtrak's second anniversary celebration. Its colorful coach seats thirty-six and its

twenty-six seat lounge features a self-service bar, padded vinyl booths and spot lighting.