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REVIEW OF AMTRAK OPERATIONS

Condition of Amtrak Trains

REPORT

BY THE

SPECIAL SUBCOMMITTEE ON INVESTIGATIONS

OF THE

COMMITTEE ON INTERSTATE AND

FOREIGN COMMERCE

HOUSE OF REPRESENTATIVES

NINETY-THIRD CONGRESS

SECOND SESSION

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VI
LETTER OF TRANSMITTAL

HOUSE OF REPRESENTATIVES,
SPECIAL SUBCOMMITTEE ON INVESTIGATIONS,
COMMITTEE ON INTERSTATE AND FOREIGN COMMERCE,
Washington, D.C., April 12, 1974.

DEAR CHAIRMAN STAGGERS: Attached is a report on the current condition of most Amtrak long-distance trains other than those in the Northeast Corridor. The review was conducted in conjunction with a review of other Amtrak operations in accordance with your instructions and a request by the Subcommittee on Transportation and Aeronautics. The purpose of the review was to determine whether Amtrak has improved the condition of its passenger trains by correcting the many deficiencies described in a report issued by the U.S. General Accounting Office (GAO) in 1973.

The review disclosed that the condition of Amtrak trains has improved considerably in the intervening 18 months since GAO conducted its review. This is manifested by the upgrading of appearance of many cars and a reduction in serious malfunctions and unsatisfactory conditions.

The review also disclosed, however, a number of significant unsatisfactory conditions on all trains seriously detracting from the performance, reliability and comfort to which passengers are entitled. Railroad passenger service in this country is far from comparable to the service provided in many foreign countries. Moreover, it does not appear that equality will be achieved in the near future.

The condition of most roadbeds and/or suspension systems on the cars preclude a smooth ride. Many of the passengers are elderly persons who have considerable difficulty walking in the swaying trains. Temperature control continues to be unsatisfactory in many cars and is the greatest source of complaints from passengers. Many cars were unbearably hot whereas others were too cool. Passenger surveys have indicated that viewing scenery is one of the primary reasons for passengers selecting trains in preference to other forms of transportation. Unfortunately, however, dirty, fogged, and broken windows are prevalent on many cars, especially in dome sections designed for viewing scenery. Passengers are entitled to first class accommodations considerably more comfortable and appealing than those provided on most trains, especially considering that the cost for these rooms is much more than for the coach. Most of the lounges assigned to these trains were either not refurbished or did not provide entertainment features such as movies and games which are provided on a few trains. Thus, a number of passengers believe that they are receiving less than full value.

Amtrak is in the process of assuming control of train service personnel and expects to complete the process in 1974. When these trips were made, however, most train service personnel were railroad employees and innumerable instances were observed where porters, waiters and attendants were discourteous and unhelpful.

IV

Amtrak reported that from inception through 1973 it has had 18 train accidents resulting in 12 fatalities and 369 injuries. Another accident involving "The San Francisco Zephyr" occurred on February 12, 1974, during a trip being made for this review. The last five cars of the 11 car train were derailed. According to press reports, 21 passengers and crew members were hospitalized as a result of the accident. Burlington Northern, however, reported that only 15 persons were injured. The railroad's preliminary report indicates the accident was caused by a broken wheel on the front trunk of the seventh car. Amtrak and Burlington Northern, however, prevented a complete review of this accident by refusing access to pertinent records.

Amtrak reported that by the end of 1973, it had 1,979 passenger cars. Although Amtrak's total requirement for cars could not be ascertained, it was disclosed that Amtrak has a severe shortage. As pointed out in a previous report, large numbers of cars are repeatedly out of service for extended periods compounding the existing shortage of serviceable equipment. Amtrak purchased 57 new passenger cars (similar to the Metroliner cars) but has not received delivery. The purchase of an additional 200 cars at a cost of \$82.4 million was approved by the Board of Directors on March 28, 1974. Only about one-fourth of the Amtrak cars have received a heavy overhaul. Much of Amtrak's car refurbishment program consists of merely cosmetic treatment. This has resulted in improved appearances but has done little to prevent breakdowns of air conditioning, heating and electrical systems.

GAO reported that one of every four trains was late in 1972 and that this poor performance did not generate public confidence in the reliability of Amtrak's trains, tended to discourage riders, decrease revenues, and increase costs. This review disclosed that the poor on-time performance record for long-distance trains has deteriorated further in that 70 percent of the trains were late in 1973 as compared to 46 percent in 1972. Most of the trains on which trips were taken for this review were very late in arriving at their final terminus and at intermediate stations. The causes for these delays could not always be determined but a number of instances were observed where (1) slow orders were in effect due to track conditions and freight train derailments (2) locomotives malfunctioned, (3) Amtrak trains were side-tracked to permit passage of freight trains, (4) blockage by malfunctioning signals and freight trains, and (5) derailment of the Amtrak train being reviewed.

The review disclosed that in addition to reducing ridership, the poor on-time performance record of Amtrak's trains results in considerable additional operating costs. Amtrak is obliged to furnish food, shelter and arrange alternative transportation for passengers whose travel plans are disrupted due to a train arriving late. Although not consistent in all instances, Amtrak also furnishes free meals on board to passengers when trains are delayed through normal dining hours. Moreover, when trains are delayed Amtrak is required to pay extra wages to train, station, maintenance and servicing personnel. Wages are also paid for periods when many of these employees are not productively employed. The total additional costs incurred due to train delays could not be determined. Sufficient examples were observed, however, to conclude that the amount is substantial.

On-board food and beverage service is usually one of the best features of Amtrak trains. Meals are good, well served and very reasonably priced. Also, however, the food and beverage service is extremely unprofitable. It is estimated that these operations incurred a deficit in excess of \$22 million in 1973. The deficit is due primarily to the necessity of paying wages and other benefits to large numbers of employees for extended periods when meals are not being served. In addition, a number of unsatisfactory conditions were observed in the form of discourteous railroad employees, inadequate facilities and mechanical failures.

It is suggested that Amtrak conduct limited experiments with serving "airline type" meals and with European "set service." It is believed that free airline type meals could reduce food and beverage service deficits by over 50 percent and have a formidable favorable passenger impact.

Most stations and terminals need replacement or major renovation. Presently most stations are antiquated and in extremely rundown condition and provide few if any of the facilities required and desired by travelers. Moreover, the stations are very expensive to operate. Many stations are much larger than necessary for Amtrak's present and planned operations and are not designed for efficient and economical operations. In addition, instances were observed where Amtrak appears to have more station employees than required for the present volume of traffic.

It was alleged that Amtrak is circumventing the executive salary limitation of \$60,000 a year imposed by the Act. Amtrak entered into separation agreements with six executives providing for deferred compensation which when combined with salary payments result in remuneration in excess of the ceiling. The Comptroller General responded to your inquiry to the effect that within certain parameters the legality of such agreements depends upon the individual circumstances. One of the executives resigned December 31 and Amtrak paid him \$25,000 in accordance with the agreement. It appears that this payment does not come within the criteria enumerated by the Comptroller General. It is noted in this regard that the ICC is opposed to the separation agreements and believes Congress should enact prohibitive legislation.

The review also disclosed that Amtrak policies regarding conditions under which pets are allowed on trains and regarding areas where smoking is permitted displease large numbers of passengers. In addition, these policies are not readily enforceable. A number of violations were observed which could result in some passengers not taking any further trips on Amtrak trains. Also, instances were noted where pets caused expensive damage to equipment.

On each occasion when tickets were purchased for trips made for this review it took an unreasonable amount of time to complete the transaction. Moreover, in two instances Amtrak substantially overcharged for the tickets. In order to assure accurate pricing it is suggested that the computer be programmed to provide the price of tickets in conjunction with reservations.

Therefore, although Amtrak has improved conditions, further corrective actions are needed. If these actions are not taken Amtrak will not attract the additional passengers necessary for the operations to become financially viable.

Amtrak had a net deficit in 1973 amounting to \$158.6 million—an increase of \$11.1 million over 1972. The increased deficit was due primarily to increases in wages and material prices and additional train services. Significantly, however, most long distance trains earned a profit during the peak summer period. This profit, albeit only for limited periods, reflects a sizeable increase in ridership resulting from Amtrak's improved service and the gasoline shortage.

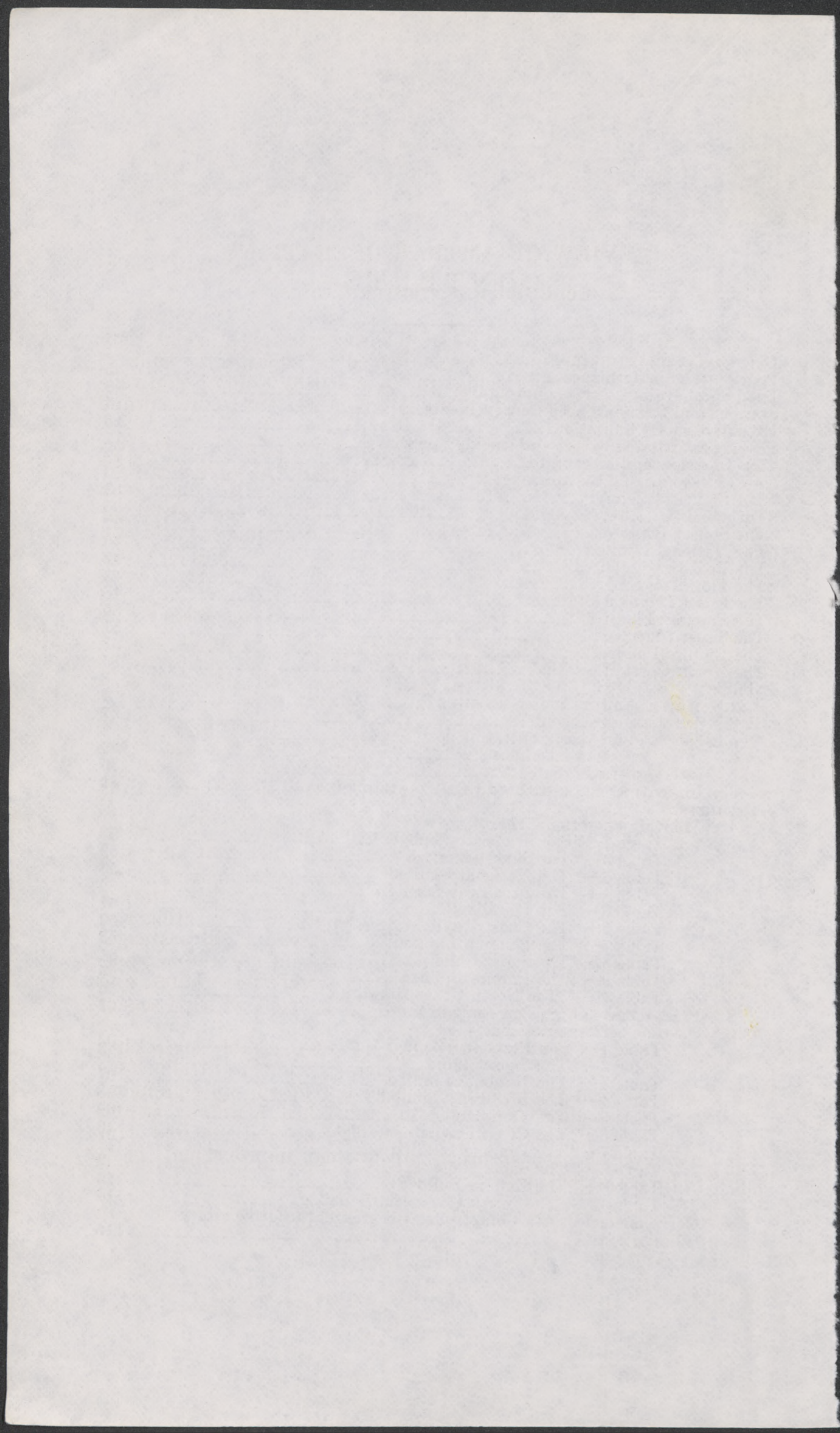
As a result of this review reports have been previously issued on the operations of the Amtrak train "The Blue Ridge" and on Amtrak's passenger car maintenance and repair activities in Chicago, Illinois, and Los Angeles, California. Additional reports are being prepared on the operations of the Amtrak train "The National Limited" and the results of questionnaires distributed to passengers.

Respectfully submitted,

WILLIAM T. DRUHAN,
Special Consultant.

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REVIEW OF AMTRAK OPERATIONS

Conditions of Amtrak Trains

General

Reportedly before Amtrak was established passenger trains were old, dirty, and rundown. It was contended to some degree at least that these conditions were deliberately created by a number of railroads to discourage passengers and hence be permitted to discontinue the trains.

Due to the long term neglect of passenger service, the United States reportedly "has the worst rail passenger service of all the world's developed nations. . . . Intercity trains in other countries make ours look pitiful."¹ By comparison to Japanese and European passenger trains, American trains are extremely slow and antiquated and run much less frequently. Japan, for example, is said to have had an ultra-modern train running since 1964 over a 320 mile route at an average speed of over 100 miles an hour. Also, more than 100 of these trains operate in each direction every day with a 92 percent occupancy rate and perfect on-time performance. Europeans also reportedly have a proliferation of fast and comfortable trains. France, for example, has a very comfortable modern train that traverses a 360 mile route with several stops at an average of 90 miles an hour.

The only comparable American trains are the Metroliner (New York-Washington), the TurboTrain (New York-Boston) and the Turboliner (Chicago-St. Louis). These trains, however, do not approach operating at their capable speeds (125-160 mph) because the tracks, road crossings and roadbeds have not been improved to standards which would permit speeds even to the capability of old diesel engines. In addition, these trains, like practically all Amtrak trains even at the reduced speeds have a poor on-time performance record.

Given the serious deterioration of passenger trains, when Amtrak was established it was obliged to undertake means of creating and fostering a more favorable public opinion of intercity rail passenger service by completely revitalizing operating equipment, stations, performance, reservation and ticketing systems, schedules, routes, and personnel attitudes—in short, everything associated with passenger service.

In Amtrak's short history (since May 1971) remarkable success has been achieved in improving train conditions. A number of trains have been reinstated, new equipment has been purchased, old equipment refurbished, electronic reservation system installed, maintenance and repair procedures initiated, stations constructed and repaired, and train personnel has been absorbed. All of these improvements have helped to increase ridership.

¹ "The Way To Go" by Thomas C. Southerland, Jr. and William McCleery, Simon and Schuster, 1973.

At the same time, none of the Amtrak improvements have been completely successful and it is plagued with a myriad of problems. There are a number of States which have no service, many large population centers have no service, the new equipment obtained is only a small fraction of what is needed, the refurbishment program of old equipment is far from complete and much of the refurbished equipment merely had cosmetic treatment and some refurbished equipment continues to break down, the electronic reservation system presently in operation does not have sufficient capacity to satisfy demand, maintenance and repair procedures are not being uniformly followed by the railroads, station construction and repairs have only been done in very few instances and take-over of train personnel has been very limited, on-time performance has gone from bad to worse, and except for Penn Central an agreement has not been reached with the railroads as to standards of performance. In addition, the net deficit in calendar year 1973 increased over 1972 (\$158.6 million vs. \$147.5 million.)

Amtrak's operating deficit of \$143 million in 1973 was \$4.7 million larger than the previous year. Although revenues increased a larger deficit was incurred primarily because of increases in wages and material prices, but also accounted for by added train service and the cost of the computerized reservation systems. Also, most railroad billings for 1973 have not been audited by Amtrak. It is expected that these audits will result in sizeable refunds to Amtrak. Approximately \$13.5 million was recovered in 1972. The net deficit increased between 1973 and 1972 is attributable to an increase in interest rates and an increase in Amtrak employees from 1,522 to 5,384 reflecting the degree of assumption of direct responsibility for railroad functions.

Significantly, a number of the long distance trains earned a profit for two or more months during the year based on unaudited accounts. It is assumed that this profitability will increase after the railroad billings have been audited. Most trains, however, incurred an overall deficit for the year and expected refunds from the audits will not be sufficient to eliminate the deficits.

All of the trains included in this review, except for the Turboliner, incurred deficits for the year. Also, however, all of these trains, except "The Floridian," earned a profit for two or more months during the summer peak season. The monthly operational results during 1973 for trains included in this review are shown in Appendix 1. Also shown is the average number of passengers on board each train each month. It should be noted in this regard that operational results are not always in proportion to variance in ridership. There are a number of variables and extraordinary costs that can affect profitability more than the indicated variances in the number of passengers.

The General Accounting Office conducted a review of the condition of Amtrak trains including making 340 inspection trips on 56 trains (20 routes) during June and July 1972. GAO reported:

General cleanliness of the cars and/or condition of air conditioning and other equipment was found unsatisfactory on at least one trip on each of 46 trains.

Unclean passenger cars were found on 89 trips, unclean dining cars on 34 trips, and inoperative air conditioning systems on 101 trips. Most of the unsatisfactory conditions were found on 15 trains.²

² "AMTRAK Needs to Improve Train Conditions Through Better Repair And Maintenance, National Railroad Passenger Corporation (AMTRAK), Report to the Subcommittee on Transportation and Aeronautics, Committee on Interstate and Foreign Commerce, House of Representatives," June 21, 1973.

This review included making inspection trips on most of those same trains to determine to what extent, if any, Amtrak had improved the condition of its passenger trains in the intervening 18 months since GAO conducted its review. The trains reviewed and the routes of the trips were:

<i>Trains</i>	<i>Route</i>
"San Francisco Zephyr"-----	San Francisco to Chicago
Turboliner-----	Chicago to St. Louis
"The Sunset Limited"-----	New Orleans to Los Angeles
"The National Limited" ¹ -----	Washington to Kansas City
"The Broadway Limited"-----	Washington to Chicago
"The Floridian"-----	Miami to Chicago
"The Coast Daylight/Starlight"-----	Los Angeles to Seattle
"The Panama Limited"-----	Chicago to New Orleans
"The Super Chief"-----	Chicago to Los Angeles
"The Empire Builder"-----	Seattle to Chicago
"The North Coast Hiawatha"-----	Seattle to Chicago
"The Blue Ridge" ² -----	Washington to Cumberland

¹ Although observations during a trip on a limited portion of this route are included in this report, the review of the operations of this train is the subject of a separate report.

² The review of the operations of this train is the subject of a separate report.

With the exception of "The North Coast Hiawatha" these trips included the entire route of the trains although on some trips there were layovers at intermediate stops. The routes of these trips are shown on Exhibit 1.

The trips were made between November 1973 and February 1974. No trips were made during the Christmas or New Year rush periods and only three trips were made during weekends. Therefore, since the trips were made in periods when passenger loads are smallest and none of the trips were made in adverse weather conditions, it could be reasonably expected that operating equipment service and on-time performance would be the best possible.

A number of similar trips were made by members of the press. Articles describing these trips are included in Appendix 2. Generally, these stories parallel the observations recounted in this report. That is, some trips were pleasant experiences, some rather nondescript, and some terrible. Most writers indicated that services under the aegis of Amtrak are an improvement over the services formerly provided by the railroads. All the articles, however, point out that travelers are still subjected to a number of unnecessary difficulties which must be corrected if train travel is to be an attractive experience.

AMTRAK

ROUTES SURVEYED

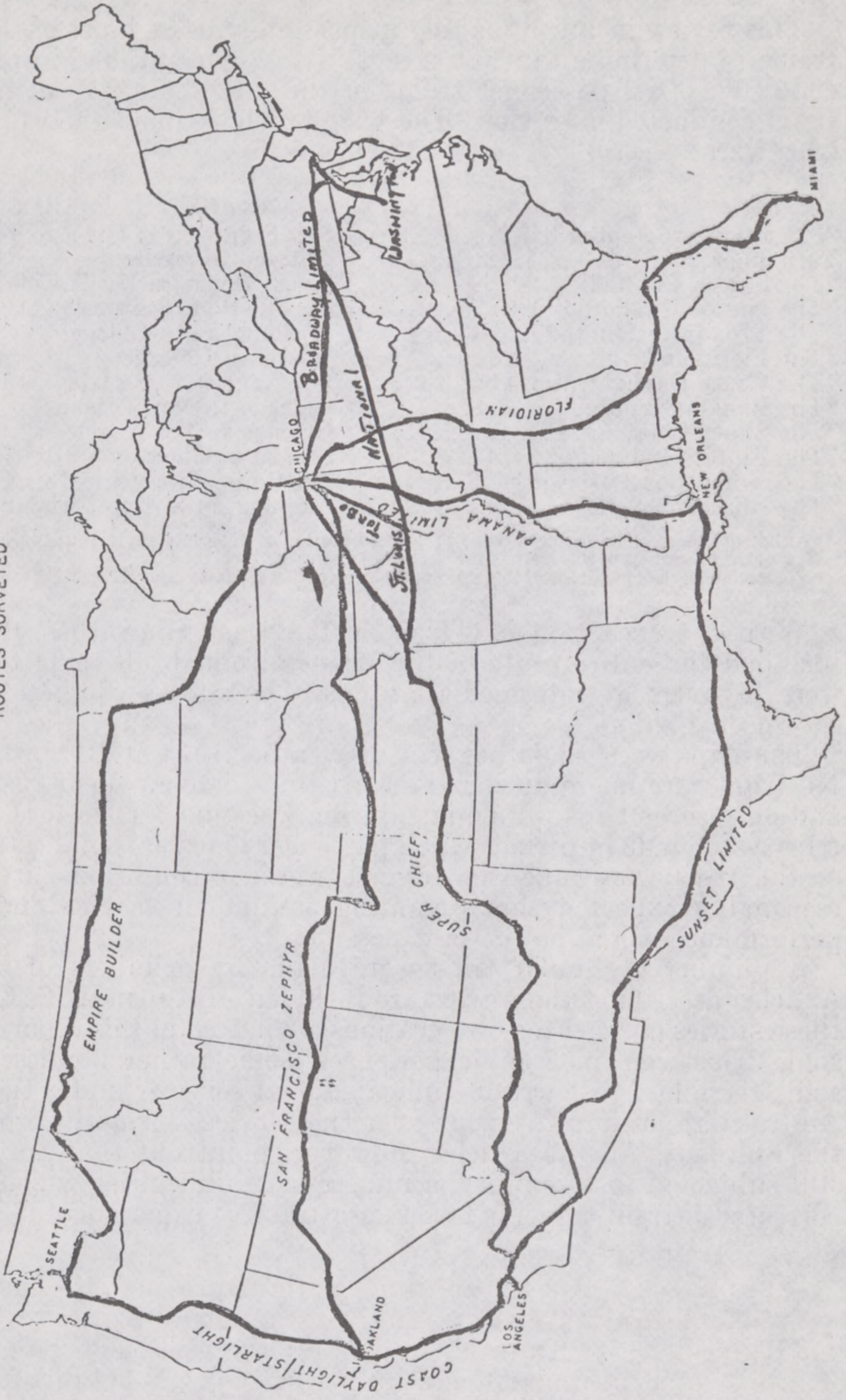


EXHIBIT 1

Poor on-time performance

It is generally recognized that an essential element to Amtrak's maintaining good passenger relations is for the trains to arrive on time with a reasonable degree of regularity. In this regard, Amtrak reported that "on-time performance" was the second most frequent category of criticism received from passengers (air conditioning and heating being the most frequent).³ Amtrak's poor on-time performance has tended to discourage public confidence in the reliability of passenger trains and consequently potential riders have chosen other means of transportation.

Amtrak needs more riders to become profitable. Additional riders, however, will not be attracted from competing forms of transportation until on-time performance improves. This conclusion was collaborated in testimony before Congress in early 1972 on amendments to the Railroad Passenger Service Act of 1970. The chief complaint of those testifying was Amtrak's poor on-time performance. In addition, a survey by Louis Harris and Associates, Inc. prepared in June 1972 for Amtrak stated that on-time performance was one of the key attributes motivating intercity travel and was the most significant factor in the public's decision to travel by train. The importance of on-time performance was also emphasized in the recent ICC regulations for the "Adequacy of Intercity Rail Passenger Service" issued in conformance with the requirement provided in the Amtrak Improvement Act of 1973.

The ICC stated:

The public should be able to rely on the established train schedule so that plans can be made with a modicum of certainty and trains may once again be attractive to travelers for whom on-time performance is imperative.⁴

These ICC regulations regarding the performance of trains state that a train should arrive at its final terminus no later than five minutes after scheduled arrival time per 100 miles of operation or 30 minutes after scheduled arrival, whichever is less. The regulations further provide that if the train does not arrive within the prescribed parameters, and where safe operation would have permitted an earlier arrival, Amtrak and the delivering carrier are obliged to mitigate the inconvenience to customers whose travel plans are disrupted by the failure of the train to arrive on time. The compensation to the customer should take the form of providing food and shelter as well as arranging for alternative transportation to the destination desired by the passenger.

GAO reported that the on-time performance of passenger trains has progressively worsened since the inception of Amtrak.⁵ The on-time performance of Amtrak's trains has been well below its objective for trains to be on-time 90 percent of their trips. GAO reported:

Overall, one of every four trains was late in 1972 and one of every three was late in the first half of 1973. During the 18 months ended June 30, 1973, the percent of trains arriving late doubled.⁶

³ Annual Report, National Railroad Passenger Corporation, February 15, 1974.

⁴ 49 C.F.R. 1124.6.

⁵ "Fewer and Fewer AMTRAK Trains Arrive on Time—Causes of Delays" Report to the Subcommittee on Transportation and Aeronautics, Committee on Interstate and Foreign Commerce, House of Representatives, December 28, 1973.

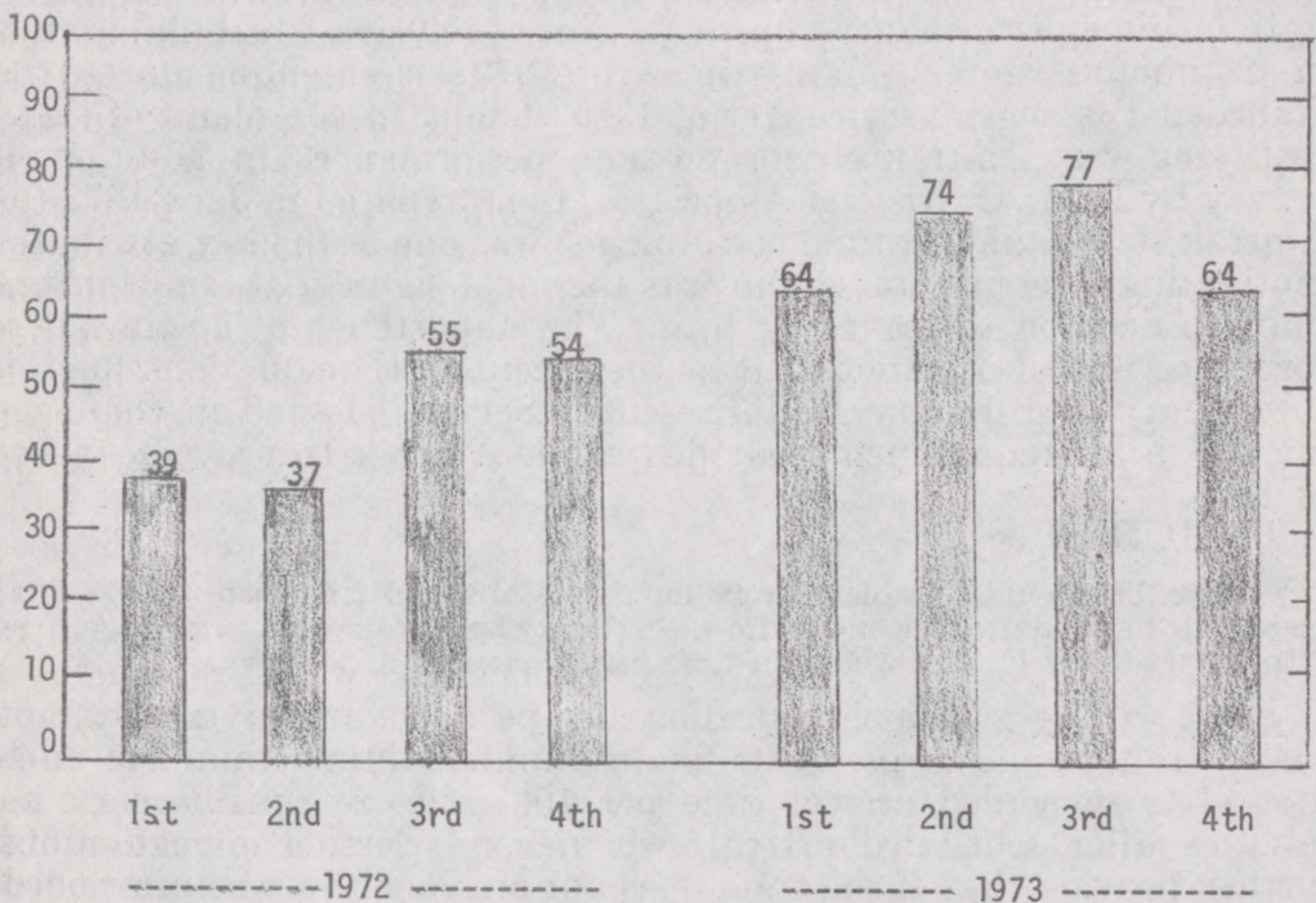
⁶ *Ibid.*

The on-time performance for every train included in this review was considerably worse during calendar year 1973 than during 1972. A summary of on-time performance by month in 1973 for each of the trains reviewed is included in Appendix 3. The on-time performance for long distance trains was considerably worse in 1973 than in 1972 as illustrated below.

LONG DISTANCE TRAINS

Late Arrivals
1972-1973

PERCENT



GAO and Amtrak reported that the prime causes for late arrivals are (1) track conditions and maintenance work resulting in railroads requiring Amtrak to operate at speeds slower than normal; (2) freight train interference, derailments and malfunctions including sidetracking or reducing the speed of passenger trains because a freight train has priority on the track; (3) locomotive and passenger car malfunctions; (4) awaiting arrival of other passenger trains; and (5) servicing at stations.

Amtrak believes that the railroads can improve on-time performance and has included the matter in the negotiations of the new contract for services between Amtrak and the various railroads to be retroactive to July 1, 1973. There apparently is considerable disagreement between Amtrak and the railroads as to who is responsible for many of the delays. For example, some slow orders were due to railroads' efforts to maintain and/or improve roadbeds and tracks. On the other hand, Amtrak has filed arbitration proceedings against the Illinois Central Gulf Railroad, the Penn Central Railroad and Louisville & Nashville Railroad basically alleging the railroads were obligated to keep their

rail lines as useful to Amtrak's operations in terms of speed, comfort and safety as they were upon the date they were first used in Amtrak's service. With regard to freight train interference with passenger trains the railroads assert that every effort is being made to prevent such interference. A number of instances were observed during this review when the Amtrak train was placed on a siding in order that a freight train might pass. The railroads contend, however, that such incidents cannot be avoided. Passenger trains had to be delayed because the siding was not long enough for the freight train or the passenger train was late and had to be further delayed because it interfered with freight train schedules in dense traffic areas that cannot be disrupted without further disrupting other trains. Similarly, with regard to locomotive and passenger car malfunctions, Amtrak points out that the railroads are responsible for maintaining the equipment and the numerous delays due to malfunctions should be correlative to such maintenance. The railroads, however, point out that many of the locomotives and cars malfunctioning are old and have not been overhauled as required. Also, Amtrak's maintenance requirements do not encompass all the necessary work to completely preclude breakdowns.

The poor on-time performance of Amtrak's trains has not only tended to reduce revenues through a loss of ridership but has also resulted in considerable additional unnecessary train operating costs.

As stated above, ICC requires that food, shelter and arranging alternative transportation must be furnished passengers whose travel plans are disrupted due to a train arriving late. This review disclosed that Amtrak provided these services to passengers considerably before being required by ICC. In fact, instances were noted where Amtrak provided services to passengers far beyond what would reasonably be expected. For example, Amtrak paid for food and overnight hotel accommodations for a passenger who missed the train due to his boarding the wrong train. Amtrak would not be responsible for a passenger's mistake but provided the service as a further indication of its desire to please passengers. Similarly, six passengers were on board a train running two hours behind schedule and the late arrival was probably going to cause them to miss an excursion boat due to depart one and one half hours after the train's scheduled arrival time. Amtrak chartered an airplane to take these passengers the last 375 miles of the trip.

In addition, this review disclosed a number of instances where Amtrak provided free meals in the diner to all on-board passengers when trains were delayed through normal dining hours. This policy, however, is apparently not always applied and when it was applied it pertained to arrival at the final terminus and not intermediate stations. Instances were noted where trains arrived several hours late yet passengers were not permitted to even purchase meals because the crew had not planned on serving that particular meal. Instances were also noted where a number of passengers were scheduled to detrain at an intermediate station considerably before the diner was opened for the evening meal and conceivably had no funds available to purchase the meal. The train did not arrive at the intermediate station until after the diner was closed and no meal was provided for these passengers.

When trains are delayed, additional operating costs are also incurred by the necessity of paying extra wages to train and station personnel and the creation of idle time and paying extra wages to maintenance and servicing personnel.

Wages for engineers, firemen, conductors, and brakemen are based on the number of miles in the route. Extra wages are not paid for additional hours worked due to the train arriving late at the final terminus or intermediate crew change point. Extra wages, however, are paid for any "initial terminal delay." That is, extra wages are paid if the train departs the terminal at which the crew member boards the train more than one hour after scheduled departure time (one-half hour in the case of conductors). These wages are computed at approximately a straight time rate—not overtime.

Long distance trains have several crew changes within the route. For example, on "The National Limited" between New York and Kansas City the engineers and firemen change seven times; conductors and brakemen change six times. Extra wages are paid to each crew departing its "initial terminal" more than one hour late.

Dining car employees are paid based on a guaranteed 180 hours a month. Hours worked in excess of 180 hours a month are paid at the regular wage rate for the first 10 hours and time and a half for all hours over 190. As the length of trips is different for the various trains and the number of trips each crew member makes each month varies considerably, it could not be determined how many cumulative hours a particular train had to be late before additional wages are paid.

There are several ways in which a delayed train can affect the efficiency and wages of maintenance personnel. For example, it was noted during this review that when "The Sunset Limited" is late there is a considerable disruption to the work schedule of the maintenance personnel. This train should arrive in the yard for servicing about 8:00 a.m. As this is the only train in the yards at that time, when it is delayed the work force of about 30 cleaners and 100 skilled and semi-skilled laborers cannot be productively employed. Large numbers of laborers were observed on several occasions completely idle for two and three hour periods. Moreover, these employees were required to work overtime on many of these same occasions because it was necessary to service "The Sunset Limited" and other trains later in the day so that they could depart on time.

Similarly, the servicing crew at the St. Louis Terminal is frequently required to work overtime because of the late arrival of "The National Limited." This train is scheduled to depart eastward 15 minutes before a change in service crews. If the train is more than 15 minutes late the first crew must remain on duty at overtime rates to service the train because the second crew is not available due to being needed to service other trains scheduled to depart northward shortly after they come on duty.

It was also noted that when trains are delayed extra wages are required for engineers and firemen for hostling at those terminals where engines are changed or removed for servicing. "Hostling" is the process of driving locomotives from the service area to the point where it is coupled to the train. Engineers and firemen are guaranteed one hour's pay for each hostling even though it may require considerably less time. If the train is more than one hour late additional hostling wages are paid for all time spent waiting to couple the loco-

motive. Also, these wages are paid concomitantly with the "initial terminal delay" wages described above.

Finally, as described previously, Amtrak's contracts with the railroads provide that five percent is added to all expenses incurred as compensation for unidentified costs. Therefore, five percent is added to all of the extra costs incurred because trains do not arrive and/or depart on time.

An estimate cannot be made as to the costs incurred by Amtrak due to train delays. It can be said, however, that the amount is substantial. The accounting system does not provide a means of identifying for overtime or extra wages by cause such as train delays. Nor is there any way of determining the cost for employees not being productively employed. Also, the cost of free meals given to passengers in diners is absorbed in the regular operating costs. Amtrak does, however, maintain an account entitled "accommodations, other transportation, and miscellaneous emergency services provided for inconvenienced passengers." Almost \$250,000 was charged to this account during the first 10 months of 1973. A limited test check disclosed that at least 90 percent of the charges to this account pertained to late trains. Also, an Amtrak officer in Los Angeles stated that about \$100,000 is spent annually by that office to provide services to passengers inconvenienced by delayed trains.⁷

It was observed that a train being delayed four hours one day resulted in free dinners for about 60 passengers, additional wages of over \$100 for some crew members, and almost four hours' overtime pay for 11 station service personnel. Conceivably, Amtrak also had to pay for meals, shelter and alternative travel arrangements for a number of passengers when it arrived late at a major transfer point. Also, this delay added to the hours worked by porters and dining car employees and contributed to the necessity for overtime payments. Considering that large numbers of trains are several hours late most of the time (Appendix 3), there must be many instances such as this.

It should be further noted with regard to the on-time performance of Amtrak trains that the statistics reported by Amtrak and the standards of performance required by the ICC are based on arrival time at the "final terminus." The late arrivals at interim stations, however, are also significant. The ICC apparently recognizes this as it cited examples of a passenger on "The George Washington" de-training in Charleston, West Virginia, with a desire to go to Cincinnati but travel plans were aborted because of late arrival. Charleston West Virginia is not the final terminus of the train but merely an interim stop for both the train and the passenger cited.

It was noted during train trips taken in conjunction with this review that a number of trains were late at interim stations but not necessarily to the same extent as the final terminus. For example, "The Sunset Limited" was three hours and 25 minutes late departing Tucson, Arizona, but arrived at Los Angeles, its final terminus, two hours and 10 minutes late. Thus the train made up one hour and 15 minutes in its final 549 miles. The schedule for this train as it approached Los Angeles is conducive to a train gaining time. Pomona, California, is 39 miles from Los Angeles and the schedule allows one

⁷ A recent train delay in Los Angeles resulted in tragedy. On February 27, 1974, "The Coast Starlight/Daylight" was late arriving in Los Angeles and 38 passengers missed the connecting train to San Diego. Amtrak chartered a bus to take the passengers to their destinations. In Del Mar (24 miles north of San Diego), however, with 30 passenger on board, the bus itself was struck by a freight train. Two passengers and the bus driver were killed and 23 passengers were injured.

hour and 20 minutes to cover this distance westbound but only 50 minutes eastbound. On the trip made for this review, "The Sunset Limited" made the westbound trip in 45 minutes—35 minutes less than the scheduled time.

Similarly, East Auburn is 22 miles from Seattle and the schedule allows 44 minutes to cover this distance westbound and 50 minutes eastbound. On the trip made for this review "The Empire Builder" made the eastbound trip in 34 minutes. Thus, the train had to wait in the station for 10 minutes before it could depart because trains are not permitted to depart early. It must be assumed that westbound trains can also make the trip in 34 minutes thereby improving the on-time performance record of trains operating behind schedule.

It appears that these schedules should be revised to conform with realistic running times between stations. The present schedules for segments of some routes appear to be designed to permit trains to make up time and thereby improve the on-time performance records.

Food and beverage service unprofitable

Food and beverage service on board Amtrak trains is extremely unprofitable. Amtrak accounting records do not provide a means of determining the profitability of diners, buffet cars, snack bars and bars. Nevertheless, it is estimated that in 1973 food and beverage service operations incurred a deficit in excess of \$22 million.

This review also disclosed a number of unsatisfactory conditions pertaining to food and beverage service. These unsatisfactory conditions related to (1) discourteous railroad employees that believe diners should be operated for their benefit rather than the benefit of the passengers; (2) inadequate facilities in the form of buffet cars when complete dining service is required; and (3) mechanical failures such as lighting, heating and hot water, which plague all Amtrak equipment.

Although Amtrak does not know the specific amount of financial loss incurred from food and beverage service, it is aware that the loss is substantial. To a degree since inception Amtrak has not attempted to make this service profitable. Amtrak officials explained that at the outset it was recognized that it would take considerable time before all equipment and services could be improved to the extent passengers deserved but that food and beverage service could be made attractive in a relatively short period. It was therefore decided that the food and beverage service should be a harbinger of the refurbishment program as a highly visible improvement of substantial importance to many passengers. Plans were made to immediately make the service as economical and pleasant as possible. Amtrak purchased new service materials, flatware, hollow ware and china with Amtrak designs and to its specifications. Moreover, it provided uniform menus at prices generally considerably lower than those charged in good restaurants. The brochures for various trains state "the dining car is noted for excellently prepared and perfectly served meals," or "a diner with excellent cuisine and attentive service." Passengers apparently agree with these opinions. A tabulation of mail received by Amtrak referring to this service indicates that compliments far outnumber complaints. This review also generally confirmed these favorable opinions although some exceptions were noted.

Food and beverage service varies considerably among the trains. Short distance trains usually just have a buffet car with snack and beverage service. Some of these cars have a few tables and chairs (for example, "The Blue Ridge") whereas some have stand-up service only (for example, "The Broadway Limited" on the Washington-Harrisburg segment of the route). Long distance trains have either one or two complete diners, as well as beverage service in the lounge; some of these trains also have a coffee shop diner. The capacity of the diners vary between 24 and 48 persons with most having a capacity of 36 persons. The number of crew members also varies among trains even for diners of the same capacity. Each diner usually has one maitre d', one chef, one cook, one pantryman, and four to six waiters. Buffet cars have one or two attendants and lounges have from one to four bartenders depending on the hours of service and usual load factors. The number of crews necessary to operate a long distance train depends upon the distance of the route and the expected passenger load factor

An analysis was made of the operational cost for the month of November 1973 for the "Montrealer." The "Montrealer" operates daily between Washington, D.C. and Montreal, Canada. The route covers a distance of 670 miles with a scheduled running time of 17 hours and 40 minutes. Dinner and breakfast are served en route.

The train has a diner and beverage service in the lounge. It operates with five crews of nine persons each composed of a maitre d', a chef, a cook, a pantryman, four waiters and a bartender. For November 1973 this service had a deficit of over \$44,000 computed as follows:

Labor: (salaries and fringe benefits for 45 employees)-----	\$51, 056
Material (food and beverage)-----	9, 191
Crew meals (allowance of \$12 a day for nine employees)-----	3, 294
Crew accommodations (five rooms at \$7 each a day)-----	1, 068
	<hr/>
Total cost-----	64, 609
Revenue collected-----	20, 425
	<hr/>
Deficit-----	\$44, 184

It should be noted also that this deficit does not include other costs associated with this service. These other costs include maintenance and repairs of diners, crew uniforms, on-board dormitory facilities, supplies (linen, utensils, etc.) and depreciation of equipment. As discussed in another report on this review, maintenance and repair costs for diners are considerably greater than for passenger cars.

Amtrak reported that in 1973 dining and buffet service operating expense amounted to \$33.3 million. Based on the above study in which operating expenses were over three times the revenue collected, the total Amtrak expense probably resulted in a deficit of over \$22 million not considering the other related costs mentioned above.

Amtrak has recently increased the prices of meals on some trains but not to the extent where it would expect the service to be profitable. The prices remain quite reasonable in comparison to similar quality meals with comparable service in restaurants. It is questionable to what extent further price increases would increase net revenue since uncompetitive prices would tend to discourage patronage.

It must be recognized that it is difficult to make on-board food and beverage service cost effective because of the nature of operations. The crew must be paid for extended periods when meals are not being served. In addition, service in transit cannot be as cost efficient as service in fixed quarters. Amtrak installed an innovative cafeteria style modular meal service on the Turboliner between Chicago and St. Louis. It was noted during this review, however, that this meal service was not considered satisfactory by many passengers. Nevertheless, it is obvious from the large deficits incurred by traditional train food and beverage service that Amtrak must experiment with new types of services. For example, it would appear that for at least one train Amtrak should experiment with "airline type" meals served by a minimum of waiters either in the diner or in the coaches and first class rooms. The experiment could include serving the meals at a modest cost or free of charge (with or without a hidden charge in the price of the ticket). Under this system Amtrak would reduce its operating deficit by a sizeable amount even if the meals are served free of charge, due to the reduction in crew costs. Using the costs of the Montrealer cited above the deficit would be reduced over 50 percent computed as follows:

Labor (salaries and fringe benefits for 10 waiters: i.e. 2 per train) -----	\$10,860
Material (food and beverage assuming no savings) -----	9,191
Crew meals (allowance of \$12 a day for 2 employees) -----	734
Crew accommodations (1 room at \$7 a day) -----	214
 Total cost -----	 20,999
Revenue collected -----	
 Deficit -----	 20,999
Deficit from present operation -----	44,184
 Savings -----	 23,185

In addition to reducing deficits, free meals should have a formidable favorable passenger impact.

Also, for at least one train Amtrak should experiment with the European "set service." Under this system passengers reserve a place for the first or second sitting served at predetermined times in the diner. The passengers are all served the same meal. Such a system would reduce the crew by as much as 50 percent and thus result in a sizeable reduction in the deficit since crew costs represent over 85 percent of the operating costs.

Amtrak reportedly is assuming direct control of on-board service personnel as quickly as possible and believes that the program will be accomplished for all railroads in 1974. Completion of this program and implementing supervision to correct deficiencies in attitude and performance associated with the past service on several railroads should eliminate many problems noted in this review. As discussed in this report under the caption of the individual trains a number of irritating incidents occurred that could be corrected with proper supervision. For example, the crew on "The Broadway Limited" refuse to serve breakfast to passengers after 8:00 a.m. because they want everyone to depart the diner by 8:30 a.m. so that it can be cleaned by 9:00 a.m. when the train is due to arrive in Chicago. This arbitrary "rule" was even applied when the train was more than one hour late. A similar incident occurred on "The Sunset Limited". It is scheduled

to arrive in Los Angeles at 7:30 a.m. but on the day of this review did not arrive until 10:00 a.m. Passengers were awakened at 6:00 a.m. and were not permitted to enter the diner after 7:00 a.m. Also, passengers detraining "The Empire Builder" at Minneapolis at 6:30 a.m. are not permitted service in the diner. This causes considerable dissatisfaction since no dining facilities are provided in or reasonably near the station. Many passengers on "The Coast Daylight/Starlight" were disconcerted because the maitre d' refused to effect any type of system for the order in which passengers could enter the diner. The age of most passengers was a natural deterrent to standing in a que considering the rough ride of the train. The maitre d' refused to effect a "number" system even when requested by the passenger service representative. Hopefully, incidents like this will not occur under Amtrak supervision.

Amtrak considers "The Broadway Limited" as one of its best trains being among the first fully refurbished. Among its features it has two complete large capacity refurbished diners. Moreover, its cuisine and service for dinner are of very good quality. However, the food service on the Harrisburg-Washington segment of the route was the worst encountered in this review. The train travels this segment of the route westbound between 4:35 p.m. and 8:00 p.m. and eastbound between 6:50 a.m. and 10:10 a.m. Thus, passengers are en route during normal dining hours for dinner and breakfast. On this segment of the route the train has only a buffet car with "stand-up" service. On the three trips made on this segment of the route during this review the attendants were the most discourteous of any railroad employees encountered. In addition, on one trip there were no sandwiches (the normal fare) or other foods available for dinner and on another trip only fruit juice, fruit cake and potato chips were available for breakfast. On the third trip (eastbound) the train was three and one half hours late—arriving at 1:40 p.m. instead of the scheduled 10:10 a.m. Breakfast fare consisted of sweet rolls and coffee and no provision was made for lunch, even though it was known when the buffet car was put on the train in Harrisburg that the train would be between three and four hours late arriving in Washington.

The ICC regulations, effective April 1, 1974, provide that complete meals should be made available during customary dining hours on trains traveling two hours or more. Implementation of these regulations and Amtrak's assumption of control of on-board service personnel should correct the unsatisfactory conditions observed on "The Broadway Limited."

This review also disclosed that a number of diners continue to have mechanical difficulties. On a trip on "The Floridian," for example, the electrical system in the diner failed so that dinner had to be served by candlelight. This was acceptable until the supply of candles was exhausted. The electrical system in the diner in the train failed again two weeks later when a trip was being made by a network television crew. On another trip during this review the heating system in the diner on the "San Francisco Zephyr" could not be controlled in that the temperature was unbearably high for the first 36 hours of the journey despite the fact that the maintenance personnel reported that the defect was corrected immediately before departure. On a trip on "The Empire Builder" there was no hot water in the diner from Seattle to

Chicago despite attempts to correct the defect immediately prior to departure and at several service points en route.

A review of Amtrak maintenance and repair activities in Chicago and Los Angeles, the subject of a separate report, disclosed that a number of diners are out of service for extended periods because of mechanical failures. As a consequence, in order to provide necessary service, Amtrak must use diners that are not in perfect mechanical condition.

Stations and terminals need improvements

Very few Amtrak stations and terminals are in acceptable condition. Most stations and terminals are decadent monuments to the past.

According to Amtrak's annual reports dated February 1, 1973 and February 15, 1974, considerable improvements have been made in the past two years. It is pointed out that new stations were completed at Cincinnati, Ohio; Springfield, Massachusetts; and Jacksonville, Florida. More than 40 stations were inspected in 1973 to define marketing needs and similar inspections are planned for innumerable other stations in 1974—but no mention is made as to when it is planned to start making improvements. It is also noted that in the 1973 report it is stated that a new station was being designed for Miami. Apparently this design was abandoned because in the 1974 report it is stated preliminary planning for major improvements and renovations is underway for the existing Miami station. Actually, as of December 1973, a small waiting room had been refurbished and the interior of the building was in the process of being painted. There is no evidence of "major improvements and renovations." Without taking exception to most of the statements made in these reports, it should be pointed out that very little has been accomplished in proportion to what needs to be done. It would appear that Amtrak should emphasize the magnitude of what needs to be done in an effort to gain public indulgence until its goals are achieved rather than point out a few isolated accomplishments.

Many persons are attracted to travel by passenger trains because of the convenience of their downtown to downtown service. At the same time, many of these same persons are repulsed from traveling by train because of the poor condition of the stations. Many stations, aside from obvious antiquity, are dimly lit, sorely in need of cleaning and paint, inhabited by derelicts and provide few if any facilities such as food service, newstands, Travelers Aide booth, barber shop, gift shop, etc. which most travelers were accustomed to find in stations in the past and have every reason to expect today. The facilities in the Los Angeles station, for example, which is pictured in Amtrak's brochure with the caption "Beautiful Union Station, Los Angeles," are limited to four food and drink and two newspaper vending machines. The Pittsburgh station has no facilities. The Miami station has one cold drink vending machine and the Minneapolis station has one cold and one hot drink vending machine (the hot drink machine was not operable on the day this review was conducted).

In addition to the rundown condition of the stations they are the source of a considerable financial drain on Amtrak's limited finances. It can be easily understood that because of the extensive open areas and extremely high ceilings in many of these stations the cost for heating and air conditioning is enormous. It was disclosed, for example, that the cost for steam for the St. Louis station was \$97,000 for the year

ended October 1973 including \$3,800 for the month of June—a month when steam certainly wasn't needed for heating purposes. It was explained that this unreasonable cost was due to leakage between the steam plant and the station (a distance of less than one-half mile) and corrective action is not to be taken until decisions are made regarding other major deficiencies in the station. In addition, due to their rundown condition other operational costs are excessive. Also, due to their intercity locations the land values are extremely high preventing a large scale replacement program.

ICC reported that as of November 30, 1973, there were 1,401 Amtrak passenger station employees at 155 stations (some railroad station employees have not been taken over by Amtrak). It appears that there is no relationship between the number of employees and the amount of traffic at the station. Minneapolis, for example, has 39 employees as compared to Jacksonville, which has 18 employees. A total of 20 trains a week stop at Minneapolis compared to 70 trains stopping at Jacksonville. It appears that a number of stations have an excess of employees. In Minneapolis, for example, there were three ticket salesmen and an information clerk on duty on a Saturday morning when the train arrived at 6:30 a.m. Another train was not due until 6:20 p.m. Only one person desired to purchase a ticket between 6:30 a.m. and 10:00 a.m. and it is unlikely that the volume of business for the remainder of the day warranted more than one ticket salesman being on duty. Similar incidents were noted at other stations.

Executive salary limitation

Public Law 92-316, enacted June 22, 1972, amended section 303(d) of the Rail Passenger Service Act of 1970 to limit salaries of Amtrak officers to that of the Cabinet level, i.e. \$60,000 a year. The Act stipulates, however, that the two officers receiving salary in excess of this amount at the time of enactment could continue to be compensated at the higher level provided that any amounts in excess of the Cabinet level are paid from Amtrak's net profits. To date, Amtrak has not made a profit.

It was alleged that Amtrak is circumventing the Act by entering into separation agreements with six executives providing for deferred compensation. In fact, the preamble to the separation agreements state that the agreement is being entered into because Congress limited employees' rates of pay.

Amtrak contended that the separation agreements "served as conservative adjustment for the changed conditions of employment" (i.e. a salary limitation of \$60,000) and were designed as an inducement to "the top executives to stay with Amtrak notwithstanding that their salary had been limited and opportunity for promotion was nil."

The separation agreements provide that in the event the employee terminates his employment or dies, Amtrak will pay three months salary for each year in which the employee was actively employed, not to exceed one year's salary. Separation agreements were entered into with six executives although only two received a reduction in salary by reason of enactment of Public Law 92-316.

In addition to separation allowances, other "fringe benefits" for executives include (1) free use of rented automobiles; (2) group life insurance; (3) travel accident insurance; (4) long-term disability

benefits; (5) hospital, surgical, and major medical coverage; (6) non-contributory retirement benefits; and (7) free transportation for employees and their dependents on Amtrak trains. Amtrak indicated that these benefits are "in accordance with normal industry practice."

The Comptroller General was questioned as to whether the separation agreements and other fringe benefits are attempts to thwart the intent of the Act. The Comptroller General informed Chairman Staggers⁸ that for the two officers whose salary was actually reduced by reason of the enactment of Public Law 92-316⁹ deferred compensation may only be paid from Amtrak's net profits. With regard to the other four officers, the Comptroller General stated that the rate of payment must be kept within the rate prescribed for level I of the Executive Schedule.

The Comptroller General further informed Chairman Staggers that the other "fringe benefits" need not be considered as "compensation" within the meaning of that term as used in the compensation limitation provision of Public Law 92-316.

The ICC is opposed to the separation agreements. It reported:

Whether such contracts violate the statutory limitation is an intricate question. Some argue that based on the factual situation, the contracts, at the very least, violate the intent of the compensation-limitation provision.

We believe that if Congress agrees, it should prohibit any attempt to circumvent the provision of Section 303(d) of the RPSA. This could be effected by a prohibitory limitation contained in any Amtrak appropriations legislation which would specifically state the prohibition of expenditure of funds for payments under any deferred payments provision of employment contracts.¹⁰

The first payment based on a separation agreement was made March 15, 1974, to G. D. Morgan, Vice President-Public and Government Affairs. Mr. Morgan was employed June 1, 1971 at an annual salary of \$50,000 and was paid at that rate until he resigned December 31, 1973. Thus, the agreement provided for an annual accrual of \$12,500. Amtrak paid Mr. Morgan \$25,000 on March 15, 1974 in satisfaction of the agreement. The payment amounted to \$25,000 rather than the larger amount computed by the Comptroller General because Amtrak interprets the contract as requiring full year increments of employment and not monthly prorations.

It is questionable whether this payment is proper within the criteria set by the Comptroller General. The Comptroller General stated:

To the extent such payments could be regarded as payments for services performed after termination of employment we are of the opinion that they could be regarded as proper, if the rate of payment for those services is kept within the statutory limitation, i.e., any amount paid in excess of the rate prescribed for level I of the Executive Schedule would be payable only from net profits of the Corporation and to a person whose rate of compensation as an officer had been reduced solely by reason of the enactment of Public Law 92-316. To the extent that such payments might constitute a bonus or compensation for services previously performed but for which compensation could not have been paid at a higher rate because of the statutory limitation, it is our opinion that any such payments would be in violation of the statute.

⁸ Letter of January 7, 1974 (B-175155) included in Appendix 4.

⁹ Roger Lewis, president, was reduced from \$125,000 to \$60,000 and J. R. Tomlinson, executive vice president, was reduced from \$72,000 to \$60,000.

¹⁰ Report To The President and The Congress, Amtrak, Effectiveness of the Act. By the Interstate Commerce Commission, March 15, 1974.

Thus, it is clear that for employees earning less than \$60,000 annually (i.e. Mr. Morgan) to be considered eligible for compensation the services must be performed after the termination of employment. It is obvious, however, that the payment to Mr. Morgan had no relationship to any services. The payment was authorized on February 6, 1974 and makes no mention of any services performed after December 1973 but rather merely refers to the method of payment described in the contract.¹¹ Since the payment was authorized five weeks after resignation, the contract could not have been fulfilled because it provides for services to be performed for a period of six months.¹² Assuming Mr. Morgan accomplished the orderly transition of his responsibilities to his successor during this five week period¹³ or completed assignments not completed at the date of resignation, the rate of compensation would not appear to be justified since it was far in excess of the previous salary. On the other hand, if the payment was made in consideration of service performed before the resignation (12/31/73) in the Comptroller General's opinion, it would be a violation of the statute since the total compensation for the year (\$50,000 salary plus \$25,000 deferred by the separation agreement) exceed the \$60,000 statutory limitation.

The Comptroller General cannot recover improper payments made by Amtrak because such authority is limited to government agencies and corporations. Amtrak is not a government agency or a corporation.

Passengers irritated by pet and smoking policies

Two of the most controversial Amtrak policies pertain to pets and smoking. Understandably, any policy on these matters is going to be objectionable to some passengers. Amtrak, however, appears to have adopted policies which are irritants to most passengers.

It is important that Amtrak have a reasonable policy for pets and smoking because of the importance placed on such matters by a large number of passengers. The importance placed on smoking regulations by a large number of passengers was brought out in annotations made on questionnaires distributed during this review. These passengers very strongly objected to permitting smoking in coaches or not enforcing no smoking rules in designated areas. Understandably there is a myriad of reasons why passengers choose trains in preference to other available means of transportation. Nevertheless, many passengers prefer trains merely because pets can be brought on board and not required to be placed in baggage compartments. On the other hand, pets and/or smoking are serious irritants to many passengers. Amtrak must attempt to attract as many passengers as possible to fulfill its mandate and cannot afford to lose passengers due to irritating policies.

¹¹ Memorandum from Roger Lewis to Sydney Sterns is included in Appendix 4.

¹² The full text of the contract pertaining to this provision is: "In the event Employee terminates his employment with the Corporation and receives the payment described in paragraph two above, Employee agrees that for a period not to exceed six (6) months, Employee shall perform such services for the Corporation as are necessary to accomplish an orderly transition of Employee's responsibilities to his successor and to complete assignments being performed by Employee at the time of his termination but not yet completed. Any travel or out-of-pocket expenses incurred by Employee in performing the obligations contained in this paragraph three shall be reimbursed by the Corporation."

¹³ This is an impossibility since to date a successor has not been named.

Amtrak issued a policy in April 1973 permitting passengers in private rooms and coaches to take one pet into their accommodations, "provided that the pet is not objectionable in any way. . ." The policy also provides that pets in coaches must be in a container not larger than 18 inches in length, width, or height. Dogs in private rooms may be leashed and muzzled instead of being in containers and apparently there is no restriction as to size. In addition, passengers are supposed to be encouraged to check pets in the baggage car if one is available on the train and a baggageman is on board or the car will not be unattended for more than eight hours.

Train personnel have considerable difficulty enforcing this policy. Many passengers bring more than one pet on the train. Also, many passengers bring dogs into private rooms without containers, leashes, or muzzles. In addition, there are instances where dogs, cats, and birds were properly restrained when placed on board but released in the rooms. Our review of maintenance and repair of passenger cars disclosed a number of instances where pets had torn curtains and upholstery and severely soiled carpeting and upholstery—some so badly that complete replacement was necessary. In addition, reportedly there have been instances where private rooms have become completely uninhabitable and had to be sealed during a trip after a passenger detrained. In this regard, it is noted that GAO reported:

Some first class passengers strongly disapproved of Amtrak's policy of allowing pets in roomettes and bedrooms because they caused offensive odors and unsanitary conditions.¹⁴

There is no uniform method of defining "not objectionable in any way." Some passengers contend that the mere presence of a pet is objectionable whereas others contend there is nothing an animal can do which can be construed as objectionable. When confronted with passenger complaints regarding pets—either objecting to the restrictions required or objecting to a breach in the policy—train personnel are reluctant to be firm. If a pet owner refuses to obey the policy there is little a conductor can do short of removing the passenger from the train and understandably this action is only taken in the most extreme cases.

Prior to Amtrak each railroad had its own policy regarding pets. These policies ranged from relatively restrictive (all pets must be in baggage cars) to liberal (pets allowed in coaches and private rooms). Southern Railway, which still operates passenger service, continues to require all pets in the baggage car.

It would appear that Amtrak should revise its pet policy to permit pets only in baggage cars. Such a restriction will displease many pet owners but it should be recognized that the overwhelming majority of passengers do not travel with pets. On balance, it seems many more passengers are displeased with the present pet policy than are pleased.

The expense of repairing damage caused by pets and the number of passengers irritated by pets more than offsets the number of passengers that would be displeased if pets were required to be in baggage cars.

Amtrak's smoking policy is equally controversial. According to a directive issued January 2, 1973, smoking is permitted in sleeping cars, lounges, diners, restroom lounges, and in "coach cars specifically set aside and identified for smoking (usually in the ratio of one smoking to three non-smoking cars)."

¹⁴ See footnote 2.

This policy, however, is not uniformly applied. "Smoking" or "No smoking" decals were placed in most cars. Coaches are continually switched between trains depending upon servicing and repair schedules and needs of different trains. Therefore, since the cars were permanently marked, it is impossible to keep the required ratio of cars for smokers and non-smokers. This confusion was observed to be compounded in a number of instances because smoking was permitted in coaches but ashtrays were not provided and conversely smoking was prohibited in coaches with ashtrays. Ironically, one instance was noted where ashtrays and "no smoking" decals were placed in the same coaches within a few hours.

As in the case of pets discussed above, train personnel have considerable difficulty enforcing the regulations. A considerable amount of friction is caused by passengers smoking in prohibited areas. Train personnel attempt to enforce the smoking regulations but admit that other than appeal to the violator's sense of fairness to other passengers, there is little or nothing they can do. On the other hand, a number of passengers expressed their displeasure to train personnel resulting from being allowed to smoke only in restrooms.

Ticketing slow and inaccurate

Amtrak indicated in its annual report that 1973 "was marked by a number of significant improvements in ticketing services." It stated that ticket procedures were simplified by installing a "single-coupon" system whereby only one coupon is required from origin to destination on any given train regardless of the number of operating railroads involved. This system supposedly reduces the time necessary for passengers to purchase tickets.

This review disclosed that, in addition to an unreasonable amount of time required to obtain information and reservations, ticketing is an extremely slow operation with no controls as to accuracy.

The questionnaires distributed to passengers during this review asked whether they were readily able to obtain their reservation and ticket. No differentiation was made between reservation and tickets. Nevertheless, a number of passengers commented separately on the questionnaires as to their difficulty in obtaining tickets. In addition, Amtrak reported that ticketing is one of the major categories of criticisms received from the public.

During this review there were six occasions when the Subcommittee staff desired to purchase tickets. On each occasion it took an unreasonable amount of time to complete the transaction.

On the first occasion upon going to the Washington Terminal it was found that a ticket cannot be obtained without a reservation and reservations must be made by phone and not by personal contact. Since it takes several hours to obtain a reservation a second trip to the Terminal was required to purchase the ticket. Not counting the time spent waiting for service, it took the agent 17 minutes to write the ticket. The ticket involved eight layovers but should not have taken an efficient agent more than a few minutes. In addition, the agent was unable to obtain a confirmation of the reservations previously obtained by telephone and had to assume that the information was correct. Similar delays and problems were encountered on each of the other occasions a ticket was purchased.

More significant than the delays in purchasing tickets was the fact that on two occasions Amtrak overcharged for the tickets. In one instance the charge was \$499.15 whereas the correct billing was \$447.55—a difference of \$51.60 or 11.5 percent. In the other instance the charge was \$518.55 instead of \$485.45—a difference of \$33.10 or 6.8 percent.

Amtrak reported that a program to train ticket sellers was developed during 1973. It is not known whether the persons responsible for the delays and errors described above completed the training course.

Amtrak does not have a procedure for reviewing ticket pricing. Therefore, the prevalence of ticket pricing errors cannot be determined. Moreover, passengers normally would not be aware of the correct charges for tickets unless they requested the type of accommodation and single destination points included in the sample fares listed in the national schedules. Considering the experience of the Subcommittee staff, the public should have some reasonable method of determining fares in advance and checking charges.

The pricing of tickets is fairly complicated as there can be many variables for each ticket. For example, in addition to the basic differences between coach and first class, there are charges for the different type of accommodation (roomette, slumber coach, bedroom, parlor car seat) and special fares for certain "circle trips" and excursions. It would appear that rather than rely solely on a training program for ticket pricing accuracy, the computer should be programmed to provide the price of tickets in conjunction with reservations.

New routes initiated by Amtrak

The Rail Passenger Service Act of 1970 requires Amtrak to specify those points between which intercity passenger trains are to be operated. The routes so designated are referred to as the "Basic System." Amtrak began service on May 1, 1971 with 21 routes in the basic system. The Act also provides that Amtrak may add new routes to the basic system at its own initiation or at the request of any State, regional, or local agency.

Section 403(a) of Title IV provides that Amtrak may provide additional services either within or outside the basic system if consistent with prudent management. If the service over the new route continues for a period of two years it becomes a part of the basic system and would need ICC's approval for discontinuance. Section 403(b) provides that any State, regional or local agency may request additional service if it agrees to reimburse Amtrak for at least two-thirds of the operating deficits associated with the requested service.

Three routes were established in accordance with provisions of Section 403(a); one between Seattle and Chicago (through Southern Montana), one between Oakland and Bakersfield, California (through the San Joaquin Valley), and one between Washington and Parkersburg, West Virginia. The Washington/Parkersburg route, however, was discontinued and reinitiated as a route between Washington and Cumberland, Maryland.¹⁵ Seven routes were established in accordance with the provisions of Section 403(b); four trains from Chicago to Quincy, Springfield, Champaign, Illinois and East Dubuque, Iowa; Boston to Springfield, Massachusetts; Philadelphia to Harrisburg; and New York to Chicago (subsequently discontinued). The New York to Chicago train operated over a more northerly route than "The

¹⁵ This train, "The Blue Ridge" is the subject of another report previously issued.

Broadway Limited" in that it included service to Albany, Buffalo and Cleveland. The train was operated from shortly after the creation of Amtrak until June 6, 1972, when the various States withdrew their support.

In addition, three foreign routes were established in accordance with the provisions in PL 92-316 (approved June 1972) and considered as within the basic system. These are routes from Washington, D.C. to Montreal, Canada; Seattle, Washington to Vancouver, Canada; and Fort Worth, Texas, to Nuevo Laredo, Mexico. The Fort Worth to Nuevo Laredo route was subsequently extended from Fort Worth to St. Louis, Missouri.

The San Joaquin Valley route was initiated by Amtrak on March 6, 1974. "The San Joaquin" operates daily in each direction between Oakland and Bakersfield, California (via Fresno). The route is 312 miles and takes six and a half hours for an average speed of 48 miles an hour (Exhibit 2). The train makes connections in Oakland with "The Coast Daylight/Starlight" train which goes to Seattle. Also, passengers are provided with connecting bus service between Oakland and San Francisco (6 miles) and between Bakersfield and Los Angeles (119 miles).

Amtrak chose to terminate the train at Bakersfield rather than the more populated transfer point at Los Angeles because of the (1) considerable longer running time by rail as compared to highway travel; (2) large operating costs necessitated by the circuitous and mountainous route, and (3) sparse population in the intermediate area. In addition, it was believed that there would be only a few passengers desiring to go to Los Angeles.

Prior to the creation of Amtrak (May 1, 1971) rail passenger service was provided from Oakland to Los Angeles through the San Joaquin Valley on trains operated by both the Southern Pacific and Santa Fe Railways. These services were terminated when Amtrak commenced operations as Amtrak selected the coastal route ("The Coast Daylight/Starlight") for services between these points. Amtrak selected this route in preference to the San Joaquin Valley route because (1) it served an area with a larger population, (2) it provided a two hour faster running time with anticipated less freight train interference and fewer permanent speed restrictions, (3) ridership experience on the coastal route was double that of the San Joaquin Valley route, and (4) it provided a higher prospective ridership due to its scenic attractions.

In response to a request by the California Congressional delegation, Amtrak restudied the feasibility of restoring passenger service through the San Joaquin Valley and concluded (September 1972) that "a good market exists for renewal of passenger service." This conclusion was based on the fact that the population in the San Joaquin Valley was sufficient to justify passenger service and there appeared to be a market developing due to the increasing popularity of the recreation facilities in the Valley which is not always accessible by automobiles because of discouragement by land management officials, poor weather conditions, and more recently the gasoline shortage."

Initiation of this route was delayed due to the impoundment of \$500,000 included in the supplemental appropriation approved in October 1972 for this service. Amtrak commenced planning for the initiation of this service in November 1973 following the receipt of the FY 1974 appropriations.

In establishing this service through the San Joaquin Valley, Amtrak had a choice of using existing routes on either the Southern Pacific or the Santa Fe Railways as both of these railroads had previously provided service between the two terminal points. Amtrak selected an "inter-railroad" route, i.e. utilizing the Southern Pacific tracks between Oakland and Port Chicago (36 miles) and Santa Fe tracks between Port Chicago and Bakersfield (276 miles). The primary reason for selecting this route was that the density of freight traffic on the Santa Fe is approximately half that on the Southern Pacific and the necessity for substantial track improvements on the Southern Pacific to upgrade them to passenger traffic standards. The Santa Fe tracks, however, could not be used for the entire route because this railroad terminates in Richmond (about 10 miles from Oakland), and it was essential to terminate in Oakland which is the main population center and the transfer point to other Amtrak trains. The necessity to operate an inter-railroad routing results in operating costs in excess of those that would be incurred by an operation on one railroad.

In accordance with union contracts, engine and train crews (railroad employees) must operate trains on the tracks owned by the respective railroads. This split crew operation results in additional crew costs estimated to be about \$64,000 a year. This cost is equivalent to the revenue for 6.3 coach passengers traveling the full distance of the route of each train.

The train departs Oakland at 10:00 a.m. The Southern Pacific crew (2 enginemen and 2 trainmen) operate this train from this point to Port Chicago (36 miles) where it is scheduled to arrive at 10:55 a.m. The crew, however, remains on the train in a deadhead status for the next 8 miles to Pittsburg arriving at 11:21 where proper rest facilities are available. This crew remains in Pittsburg until 4:30 p.m., when it again joins the northbound train in a deadhead status to Port Chicago where it takes over the operations for the return to Oakland at 6:00 p.m. This round trip of 72 miles and an elapsed time of 8 hours entitles the crew to one day's pay in accordance with the contract providing for a "short turn around service." In addition to Amtrak being required to pay a full day's wages to this crew for this trip it is also in effect paying double wages for this segment of the route.

The Santa Fe crew's home base is at its terminal in Richmond which is only 10 miles from Oakland. The Santa Fe crew takes a taxi from its terminal to the Southern Pacific terminal in Richmond where they join the train (being operated by the Southern Pacific crew) in a deadhead status until it arrives in Port Chicago. At this point they take over the operations and as stated the Southern Pacific takes on a deadhead status for the next eight miles. The Santa Fe engineers and firemen operate the train from Port Chicago to Fresno (166 miles) at which point there is another crew change to operate the train from that point to Bakersfield (110 miles). Santa Fe conductors and brakemen operate the train from Port Chicago to Bakersfield without an intermediate crew change. Similarly on the return trip enginemen change crews at Fresno. The second engine crew and the trainmen remain on the train until Richmond where as stated above, the Southern Pacific boards the train in Pittsburg and operates it from Port Chicago to Oakland.

Amtrak desired to operate this train with one crew but was unsuccessful in negotiating this point because of the objections raised by the union representing the Southern Pacific engineers. If the train were to be operated by one crew there would be the necessity for the employees of each railroad to operate the route in proportion to the mileage of track owned by the respective railroads. In accordance with this formula, as the Southern Pacific owns 12 percent of the track used on the route, employees of the Southern Pacific would be entitled to operate the train only 44 days a year. The engineers do not desire to operate a train this infrequently as it would require qualification over a long distance of "foreign" tracks and work under "foreign" supervision.

Amtrak estimates that this train will incur an operating loss of \$1,040,000 or 5.6 cents per passenger mile during the first year of operation. In addition, Amtrak will incur a start-up and initial capital cost amounting to about \$301,000. Amtrak estimates that operating costs during the first year will amount to \$1,653,000 (Exhibit 3), whereas revenue will amount to only \$600,000 from the sale of tickets and \$13,000 from food and beverage service. The estimated revenue is based on an average ridership of 59 passengers traveling the entire route on each train. The start-up cost of \$79,000 is for repairs to seven stations and the capital improvements cost of \$174,500 is for improvements to five stations and \$47,500 for track improvement and upgrading.

At the present time the train consists of two 52-seat coaches and one combination buffet/lounge car. This equipment was formerly used on "The Coast Daylight/Starlight" service. It is believed that the use of this equipment on this train will compound the existing equipment shortage on "The Coast Daylight/Starlight" but that this problem should be at least partially alleviated when the "Reno Fun Train" ceases operations on May 1, 1974. In the event a third coach is required for this train the union agreement provides that it will be necessary to employ an additional brakeman on the Southern Pacific segment of the route (36 miles) as two brakemen are required on their trains operating with four cars. An additional brakeman would earn \$42.08 a day. An additional brakeman would not be required on the Santa Fe crew as their union agreement provides for a second brakeman when the train consists of five cars.

Although Amtrak desires to assume full responsibility for the general maintenance servicing of its passenger cars and locomotives, it is unable to do so in this instance. At the present time engines receive turnaround servicing at the Bakersfield terminal and operational and periodic maintenance are performed at the Oakland Terminal. On the other hand, all on-board service and station personnel involved in the operation of this train are Amtrak employees. As a consequence, in contrast to the enginemen and trainmen discussed above, the service employees operate the train for the entire route from Oakland to Bakersfield. The on-board service personnel consist of one coach attendant and two waiters. The institution of this train required an additional staffing of 11 station employees (ticket clerks) at Bakersfield and the intermediate stations. No additional staffing, however, was required at the Oakland terminal.

The "Inter-American" route was initiated on January 27, 1973 with service between Fort Worth, Texas, and Nuevo Laredo, Mexico. On

March 13, 1974, this service was extended from Fort Worth to St. Louis, Missouri. The present route is 1,204 miles and takes about 29 hours for an average speed of 42 miles an hour (Exhibit 4). The train makes connections in St. Louis with Turboliner service to Chicago, but a layover is required in order to connect with "The National Limited" to Kansas City or to New York/Washington. A layover is also required in Laredo, Texas, in order to connect with the Mexican National Railway train, "The Aztec Eagle" at Neuvo Laredo, Mexico (2 miles). Amtrak is negotiating with Mexican officials to (1) eliminate the layover, and (2) provide rail service between the two border communities.

The train operates only three days a week because of a shortage of equipment which would be necessary to operate the train on a daily basis.

Prior to creation of Amtrak (May 1, 1971) rail service was provided from St. Louis to Texarkana. This service was terminated when Amtrak commenced operations in preference to service selected by Amtrak for basic system on a route from Chicago to Houston via Kansas City ("The Texas Chief"). Amtrak justified the selection of this route in preference to the previous route because (1) it served a population area approximately double that of the former route; (2) the former route did not provide service south of Texarkana whereas the existing "Texas Chief" operated south to Houston; (3) the route of the "Texas Chief" had higher authorized speeds, better signals, less freight interference and more double track; and (4) the "Texas Chief" had considerably better ridership than the alternative route.

PL 92-316 directed Amtrak to initiate the "Inter-American" service. Subsequently in October 1972 the supplemental appropriation included \$4.5 million to initiate this service. These funds were subsequently impounded and Amtrak was forced to limit the required service by having it terminate at Fort Worth rather than the planned route terminating in St. Louis. In November 1973 the fiscal year 1974 appropriation specifically earmarked \$4.5 million to expand this service to St. Louis.

The Missouri Pacific Railroad objected to the initiation of this service because it did not believe it was required to provide the service in accordance with the terms of the contract. It contended that the Texas Pacific Railroad, a 96 percent subsidiary of the Missouri Pacific, was not bound by the terms of the contract between Amtrak and Missouri Pacific. Accordingly, it indicated that operations on the tracks of the Texas Pacific would require Amtrak to assume responsibility for any injuries sustained caused by the railroad or its employees. Amtrak obtained a temporary restraining order against Missouri Pacific and the Texas Pacific from the U.S. District Court in Kansas City the day the service was initiated. Subsequently, the ICC issued an emergency order requiring the operation of the service "pending resolution of the question."

The train is presently being operated by three railroads as follows: St. Louis to Texarkana, Missouri Pacific; Texarkana to Fort Worth, Texas and Pacific; Fort Worth to Milano, Santa Fe; Milano to Laredo, Missouri Pacific.

Amtrak had several options available in selecting this route (Exhibit 5). Amtrak's reasons for selecting the routing it did are as follows:

(1) The Missouri Pacific for the segment between St. Louis and Texarkana because Amtrak felt it was the most direct and also provides services to Little Rock, Arkansas; (2) The Texas and Pacific was selected for the Texarkana to Fort Worth segment because Amtrak cost estimates for a 29-mile shorter route were considered prohibitive; (3) the Santa Fe was selected for the Fort Worth to Milano because Amtrak considered any other routing too costly; (4) the Missouri Pacific was selected for the Milano to Laredo segment by Amtrak because of track conditions.

The Fort Worth to Laredo segment was the most debated during the time Amtrak planned the Inter-American routing. Amtrak had the option of routing directly south from Dallas on the MKT to Taylor, Texas, then south to Laredo via the Missouri Pacific. The advantages of such routing would be (1) service to Waco, Texas, and (2) would provide a shorter, quicker run to Laredo. Amtrak rejected this route because it felt the start-up costs were too prohibitive and Fort Worth would be bypassed.

Another option was to route the train south from Fort Worth via the MKT to Taylor, Texas. The advantage of this routing would be to include Waco on the run. Amtrak rejected this option based on high estimated start-up expenditures.

Even though this study was concluded before a review of the correctness of Amtrak's routing decision could be judged, it should be noted that the Inter-American route through Texas is still being vigorously discussed.

A future review of the Inter-American may be needed in order to determine if routing problems cause severe financial problems for the Inter-American.

Amtrak estimates this train as presently routed will incur an operating loss of \$1,637,000, or 6¢ per passenger mile, during the first year of operation. In addition, Amtrak will incur a start-up and initial capital cost amounting to about \$684,000. Amtrak estimates that the operating cost during the first year will amount to \$3,008,000 (Exhibit 6), whereas revenue will amount only to \$1,248,000 from the sale of tickets, and \$123,000 from food and beverage service. The estimated revenue is based on a ridership of 27,500,000 passenger miles. The basis for this number of passenger miles could not be ascertained. Considering these are both coach and first-class passengers it would appear that even if the estimated passenger miles is accurate, there is no relationship between this amount and the estimated revenue.

Again, there was no way that this report could verify these estimates since the report was concluded before the extended Inter-American commenced. The initial enthusiasm for the train has been high, however, and Amtrak is optimistic that the run will prove successful.

The start-up costs include \$195,000 for signal changes and modification of interlocking for the Dallas/Temple segment of the route, and \$109,000 for repairs to six intermediate stations. The capital costs of \$380,000 are for improvements to five intermediate stations.

At the present time the "Inter-American" consists of three 58-seat coaches, two combination bedroom/roomette sleepers, one combination diner/lounge and a combination baggage/crew dormitory car. Due to the shortage of equipment, these cars have not been refurbished and therefore are not considered completely satisfactory. The diner

presently used on this train has a lounge seating capacity of 26 passengers and a dining area seating capacity of 14 passengers. Amtrak plans to replace this car with a complete diner and lounge when such equipment becomes available and would be warranted by increased ridership. This equipment was taken from the back-up supply of several other trains.

Although Amtrak desires to assume full responsibility for the general maintenance and servicing of its passenger cars and locomotives, it is unable to do so in this instance. At the present time engines and passenger cars receive their turnaround servicing and operational and periodic maintenance at the various stations and terminals on the route. In a number of instances these functions cannot be performed by railroad employees due to their unavailability. In these instances the work is contracted to private firms. In this regard, it is observed that Amtrak contemplates assuming responsibility for maintenance of equipment and facilities at the St. Louis terminal on May 1, 1974.

The operation of this train requires 32 crew members for each trip. As in the case of other trains with a similar consist, the crew is comprised of an engineer, fireman, a conductor, a brakeman and a baggage man. Also, similar to other trains, the daily wages for enginemen are based on a minimum 100 mile day and trainmen on the basis of a minimum 150 mile day. The route requires 8 crew changes as follows:

St. Louis—Poplar Bluff (165 miles)—(engineers, firemen, conductors, brakemen, baggagemen)

Poplar Bluff—Little Rock (180 miles)—(engineers, firemen)

Little Rock—Texarkana (145 miles)—(engineers, firemen)

Poplar Bluff—Texarkana (325 miles)—(conductors, brakemen and baggagemen)

Texarkana—Ft. Worth (246 miles)—(engineers, firemen, conductors, brakemen, baggagemen)

Ft. Worth—Milano (172 miles)—(engineers, firemen, conductors, brakemen)

Milano—San Antonio (150 miles)—(engineers, firemen, conductors, brakemen, baggagemen)

San Antonio—Laredo (153 miles)—(engineers, firemen, conductors, brakemen, baggagemen)

As the mileage operated on each of these segments is in excess of the minimum provided in the labor agreement an additional allowance is paid for the excessive mileage. It is estimated that the daily crew cost for each train is about \$2,238 not considering lodging and deadheading allowances. This represents the income that would be received from ticket sales for 25 coach passengers traveling the entire route of each train.

The operation of this train also requires an on-board service crew of eight employees comprised of five coach attendants and sleeping car porters, one cook, one bartender and one passenger service director. This crew is employed by Amtrak in contrast to the enginemen and trainmen who are employed by the railroads. The initiation of this train required an additional staffing of 20 station employees (ticket clerks, baggagemen and one general supervisor), at six intermediate stations. No additional staffing, however, was required at the St. Louis terminal. An additional five baggagemen have been authorized at three stations but the positions will not be filled until experience with the run warrants such personnel.

SAN FRANCISCO/OAKLAND - FRESNO - BAKERSFIELD - (LOS ANGELES)

Read Down (Local Time) Read Up

710		← Train Number →	711
The San Joaquin		← Train Name →	The San Joaquin
Daily		← Frequency of Operation →	Daily
× 10 Miles		← Type of Service →	× 10
5 30 a	0	Dp. Vancouver, BC . . . (PST) . Ar	9 30 p
11 20 a	156	Dp. Seattle (PDT) . Ar	5 20 p
3 35 p	342 Portland Ar	1 05 p
7 45 a	1051	Ar Oakland Dp	8 40 p
8 15 a	0	Ar } SAN FRANCISCO, CA { Dp	8 10 p
9 30 a	0	Dp } East Bay Terminal { Ar	6 30 p
		(via 499)	
10 00 a	6	Dp. OAKLAND Ar	6 00 p
10 50 a	35 Martinez	5 05 p
12 15 p	85 Stockton	3 50 p
12 45 p	111 Riverbank (Modesto)	3 20 p
1 25 p	150	. . . Merced (via Yosemite Nat'l Park) . . .	2 40 p
2 30 p	208	Ar } FRESNO { Dp	1 30 p
2 35 p	208	Dp } (Sequoia, Kings Canyon Nat'l Parks) { Ar	1 25 p
3 10 p	238 Hanford	12 50 p
4 30 p	318	Ar BAKERSFIELD Dp	11 30 a
		(Amtrak Motor Coach Connection at Trainside)	
4 45 p	318	Dp. BAKERSFIELD Ar	10 45 a
6 45 p	428	Ar Pasadena Dp	8 45 a
7 15 p	437	Ar LOS ANGELES, CA . . . (PDT) Dp	8 15 a
9 20 p	26	Ar Fullerton (Disneyland) . (PDT) Dp	6 30 p
10 30 p	128	Ar San Diego (PDT) Dp	4 30 p
▲ 6 00 a	432	Ar Phoenix (MST) Dp	▲ 9 50 p
▲ 8 30 a	549 Tucson (MST) . .	▲ 7 15 p
▲ 10 15 a	1677 Houston (SP Sta.) . . (CDT) . .	▲ 9 50 p
▲ 7 00 p	2040 New Orleans (CDT) . .	▲ 1 00 p
▲ 6 40 p	2561	Ar Atlanta (EDT) Dp	▲ 9 05 a
6 33 a	532	Ar Flagstaff (via Grand Canyon) (MST) Dp	9 50 p
1 10 p	877 Albuquerque (MDT) . .	5 15 p
5 35 a	1764 Kansas City (CDT) . .	2 10 a
1 35 p	2213	Ar Chicago (CDT) Dp	6 30 p
2 05 p	3093	Ar New York (EDT) Dp	1 35 p

EQUIPMENT

The San Joaquin

Oakland-Bakersfield
 Diner-Lounge Car
 Coaches (reserved and unreserved seats)
 San Francisco-Oakland and Bakersfield-Los Angeles
 Motor Coach
Baggage Service
 Checked hand baggage handled at all points
 between San Francisco and Los Angeles;
 transferred between train and motor coaches at
 Oakland and Bakersfield

ONE-WAY COACH FARES

(Double for round-trip)

AND BETWEEN	San Francisco/ Oakland	Martinez	Stockton	Riverbank	Merced	Fresno	Hanford	Bakersfield	*Pasadena/ Los Angeles
San Francisco . . .	—	1.75	3.75	5.00	6.75	9.25	10.50	14.00	18.50
Oakland	—	1.75	3.75	5.00	6.75	9.25	10.50	14.00	18.50
Martinez	1.75	—	2.25	3.25	5.00	7.75	9.00	12.50	18.50
Stockton	3.75	2.25	—	1.25	3.00	5.50	6.75	10.50	15.00
Riverbank	5.00	3.25	1.25	—	2.00	4.50	5.75	9.25	13.75
Merced	6.75	5.00	3.00	2.00	—	2.75	4.00	7.50	12.00
Fresno	9.25	7.75	5.50	4.50	2.75	—	1.50	5.00	9.50
Hanford	10.50	9.00	6.75	5.75	4.00	1.50	—	3.75	8.25
Bakersfield	14.00	12.50	10.50	9.25	7.50	5.00	3.75	—	4.50
*Pasadena	18.50	18.50	15.00	13.75	12.00	9.50	8.25	4.50	—
*Los Angeles	18.50	18.50	15.00	13.75	12.00	9.50	8.25	4.50	—

THE SAN JOAQUIN
YEARLY OPERATING COST

Crew Costs

Engine and Trainmen Service	\$ 532,400	
	<u>126,540</u>	\$ 658,940

Equipment Related

Service and Maintenance of Engines	\$ 262,652	
Fuel Costs	224,120	
Service and Maintenance of Cars	<u>190,164</u>	\$ 676,936

Other Costs

Station Personnel	\$ 151,200	
Station Support	13,440	
Switching Cost	<u>87,600</u>	<u>\$ 252,240</u>

TOTAL OPERATING COST		\$1,588,116
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AVOIDABLE 5%		<u>64,847</u>
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TOTAL AMTRAK OPERATING COST		<u><u>\$1,652,963</u></u>
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ST. LOUIS - LITTLE ROCK - DALLAS - FORT WORTH - LAREDO - (NUEVO LAREDO)

Read Down (Local Time) Read Up

21	Train Number		22
The Inter-American	Train Name		The Inter-American
Departs St. Louis Su We Fr	Frequency of Operation		Arrives St. Louis Mo We Sa
☐ X ☐ Miles	Type of Service		☐ X ☐
6 10 a	0	Dp. Milwaukee (CDT) Ar	11 10 p
8 10 a	85	Dp. Chicago (Union Sta.) (CDT) Ar	9 24 p
11 10 a	270	Dp. Springfield (CDT) Ar	6 16 p
1 35 p	0	Dp. New York, NY (Penn. Sta.) (EDT) Ar	2 05 p
10 19 p	439	Pittsburgh, PA (EDT) Ar	5 10 a
5 44 a	810	Dp. Indianapolis, IN (EST) Ar	7 45 p
3 15 p	0	Dp. ST. LOUIS, MO (CDT) Ar	2 30 p
7 00 p	163	Ar Poplar Bluff, MO	Dp 10 30 a
7 05 p	163	Dp Poplar Bluff, MO	Ar 10 25 a
10 45 p	342	Ar LITTLE ROCK, AR	Dp 6 45 a
10 55 p	342	Dp (The Train Station)	Ar 6 35 a
2 15 a	485	Ar Texarkana, AR	Dp 3 15 a
2 30 a	485	Dp (Union Station)	Ar 3 00 a
f 4 00 a	550	Marshall, TX	f 1 25 a
f 4 40 a	574	Longview	f 12 50 a
7 30 a	702	Ar DALLAS	Dp 10 00 p
7 40 a	702	Dp (Transportation Center)	Ar 9 50 p
8 45 a	731	Ar FORT WORTH	Dp 8 45 p
9 15 a	731	Dp FORT WORTH	Ar 8 15 p
9 53 a	759	Ar Cleburne	Dp 7 30 p
10 03 a	759	Dp Cleburne	Ar 7 30 p
11 08 a	833	McGregor (Waco)	6 20 p
11 38 a	858	Temple	5 45 p
2 10 p	971	AUSTIN	3 20 p
2 50 p	1002	San Marcos	2 40 p
4 05 p	1051	Ar SAN ANTONIO	Dp 1 25 p
4 15 p	1051	Dp SAN ANTONIO	Ar 1 15 p
8 05 p	1204	Ar LAREDO, TX (CDT) Dp	9 25 a
☐	1206	Ar Nuevo Laredo, Tamps. (NdeM Sta.) Dp	☐
Arrives Mo Th Sa			Departs Su Tu Fr

EQUIPMENT

The Inter-American

St. Louis-Laredo
Diner-Lounge Car
Sleeping Car (Roomettes and Bedrooms)
Coaches

Laredo-Nuevo Laredo
Transfer Service (consult agent)

Baggage Service
Checked baggage handled at all points between St. Louis and Laredo except McGregor and San Marcos (no checked service between Laredo and Nuevo Laredo)

For Mexican rail connections at Nuevo Laredo, see adjacent schedule.

ONE-WAY COACH FARES

(Double for round-trip)

AND BETWEEN	Poplar Bluff	Little Rock	Texarkana	Marshall/Longview	Dallas/Ft. Worth	Austin	San Antonio	Laredo	Nuevo Laredo
Chicago	19.50	27.00	32.00	35.00	39.00	46.00	49.00	55.00	58.00
Joliet	18.50	25.50	30.50	33.50	37.50	44.50	47.50	53.00	56.00
Bloomington	14.50	22.00	27.50	30.50	35.50	42.50	44.00	50.00	53.00
Springfield	12.50	19.50	25.00	28.00	34.00	41.00	43.50	47.50	50.00
St. Louis	7.75	15.50	21.50	24.50	30.50	38.00	40.50	44.00	46.50
Poplar Bluff	—	8.25	14.50	18.50	24.50	33.00	35.50	40.00	42.50
Little Rock	8.25	—	6.50	11.00	17.50	27.00	29.50	35.00	37.50
Texarkana	14.50	6.50	—	4.25	11.50	21.50	24.00	30.00	32.50
Marshall	18.50	11.00	4.25	1.25	7.25	18.00	21.00	27.00	29.50
Longview	18.50	11.00	4.25	1.25	7.25	18.00	21.00	27.00	29.50
Dallas	24.50	17.50	11.50	7.25	1.50	9.75	13.50	20.00	22.50
Ft. Worth	24.50	17.50	11.50	7.25	1.50	9.75	13.50	20.00	22.50
McGregor	28.00	21.50	16.00	12.00	4.00	6.00	9.50	15.50	19.00
Temple	29.00	22.50	17.00	13.00	4.75	5.00	8.50	15.50	18.00
Austin	33.00	27.00	21.50	18.00	9.75	—	3.75	10.50	13.00
San Marcos	34.00	28.00	22.50	19.00	11.00	1.50	2.25	9.25	12.00
San Antonio	35.50	29.50	24.00	21.00	13.50	3.75	—	7.00	9.50
Laredo	40.00	35.00	30.00	27.00	20.00	10.50	7.00	—	—
Nuevo Laredo	42.50	37.50	32.50	29.50	22.50	13.00	9.50	—	—



ONE-WAY ROOMETTE CHARGES (Complete)

(Double for round-trip)

AND BETWEEN	Poplar Bluff	Little Rock	Texarkana	Marshall/Longview	Dallas/Ft. Worth	Austin	San Antonio	Laredo	Nuevo Laredo
#Chicago	\$28.95	\$42.40	\$1.90	\$6.55	\$2.75	\$3.10	\$7.65	\$6.70	\$9.70
#Joliet	\$27.95	\$40.40	\$1.90	\$4.55	\$6.75	\$1.60	\$7.15	\$6.70	\$9.70
#Bloomington	\$23.95	\$37.40	\$8.90	\$3.05	\$9.25	\$6.60	\$3.65	\$3.70	\$6.70
#Springfield	\$21.95	\$34.90	\$6.40	\$1.55	\$7.75	\$8.10	\$3.15	\$8.70	\$3.70
St. Louis	\$17.20	\$30.90	\$2.90	\$8.05	\$5.25	\$6.10	\$7.15	\$7.70	\$8.70
Poplar Bluff	—	\$18.30	\$32.25	\$3.60	\$8.05	\$7.40	\$2.00	\$9.15	\$2.15
Little Rock	\$18.30	—	\$14.50	\$3.10	\$5.60	\$1.10	\$3.80	\$1.00	\$3.50
Texarkana	\$32.25	\$14.50	—	\$9.65	\$1.10	\$2.90	\$8.05	\$4.80	\$7.30
Marshall	\$3.60	\$3.10	\$9.65	†\$3.65	\$1.15	\$3.60	\$2.90	\$1.10	\$3.60
Longview	\$3.60	\$3.10	\$9.65	†\$3.65	\$1.15	\$3.60	\$2.90	\$1.10	\$3.60
Dallas	\$8.05	\$5.60	\$1.10	\$1.15	†\$3.15	\$14.50	\$19.40	\$30.50	\$33.00
Ft. Worth	\$8.05	\$5.60	\$1.10	\$1.15	†\$3.15	\$14.50	\$19.40	\$30.50	\$33.00
McGregor	\$2.20	\$2.90	\$3.10	\$2.65	\$6.15	\$8.65	\$13.90	\$23.20	\$25.70
Temple	\$2.80	\$4.45	\$4.10	\$2.85	\$7.35	\$7.50	\$12.65	\$21.95	\$24.45
Austin	\$7.40	\$1.10	\$2.90	\$3.60	\$14.50	—	\$5.90	\$15.35	\$17.85
San Marcos	\$9.35	\$3.20	\$4.45	\$9.25	\$1.15	\$2.90	\$4.15	\$13.20	\$15.70
San Antonio	\$2.00	\$3.80	\$8.05	\$2.90	\$19.40	\$5.90	—	\$10.20	\$12.95
Laredo	\$9.15	\$1.00	\$4.60	\$1.10	\$30.50	\$15.35	\$10.20	—	—
Nuevo Laredo	\$2.15	\$3.50	\$7.30	\$3.60	\$33.00	\$17.85	\$12.95	—	—

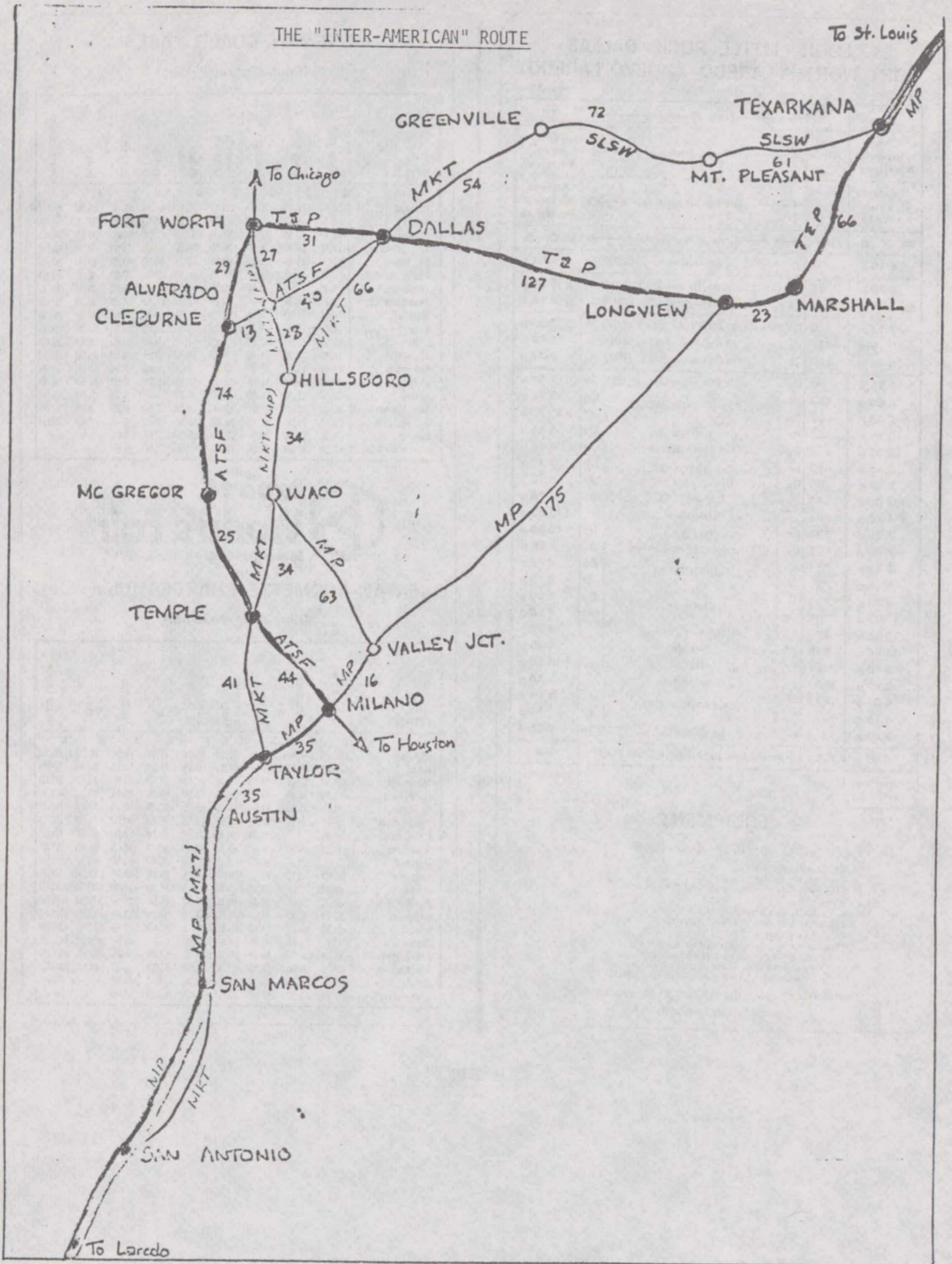


EXHIBIT 5

THE INTER-AMERICAN
ESTIMATED YEARLY OPERATING COST

Crew Costs

Engine and Trainmen	\$ 965,535	
Service	<u>268,980</u>	\$1,234,515

Equipment Related

Service and Maintenance of Engines	\$ 219,143	
Fuel Costs	191,561	
Service and Maintenance of Cars	528,965	
Sleeping Car Linen	<u>4,056</u>	\$ 943,725

Other Costs

Switching Cost	\$ 74,880	
Station Personnel	350,000	
Station Support	24,000	
Trackage Rights	<u>268,632 1/</u>	<u>\$ 717,512</u>

TOTAL OPERATING COSTS		\$2,895,752
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AVOIDABLE 5%		<u>112,639</u>
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TOTAL AMTRAK OPERATING COST		<u><u>\$3,008,391</u></u>
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1/ Payment to Texas Pacific Railroad as it does not have an operating contract with Amtrak. Amount based on \$3.50 per train mile whereas currently payments are being made at \$4.51 per train mile.

EXHIBIT 6

THE "SAN FRANCISCO ZEPHYR" (SAN FRANCISCO TO CHICAGO,
TRAIN NO. 6)

The "San Francisco Zephyr" operates daily in both directions between San Francisco, California and Chicago, Illinois. A trip was made on the entire route of this train commencing on February 11, 1974. The train is scheduled to depart San Francisco at 8:50 a.m. and arrive at Chicago at 10:45 a.m. on the third day. The route is 2,426 miles and the train averages 32.5 miles per hour. The slow speed of this train is accounted for to a degree by the mountainous terrain in the first part of the route. Although scheduled at slow speeds through the mountains, on the trip made for this review, however, this segment of the trip took longer than scheduled. It appeared that the train had insufficient power to traverse the mountains at the scheduled speed.

The General Accounting Office reported that its representatives took trips on this train in both directions on 16 occasions in June and July 1972. It stated:

We noted inoperative air-conditioning, broken seats, broken beds, wet carpets, cracked windows, clogged toilets, and leaks in sinks and in the ceilings of several diner cars. Most passengers we interviewed seemed willing to tolerate these conditions, except for the breakdowns of the air-conditioning system. These breakdowns occurred to some extent on 15 of our 16 trips. Quite often the air-conditioning system remained inoperative for most of the trip despite stops at major stations.¹⁶

On the trip made for this review it was found that Amtrak has considerably improved this train since the time of the GAO review. For example, no instances were noted of broken seats, broken beds, wet carpets, clogged toilets, or leaks in sinks and ceilings. Nevertheless, as in the case of other trains reviewed a number of unsatisfactory conditions were observed, the most striking of course being the fact that the train derailed during this trip.

The consist of this train included three coaches, one bedroom car, one combination bedroom/roomette car, a lounge and a diner. An additional combination roomette/bedroom car and two coaches were attached to the train at Denver, Colorado.

The train did not have a passenger service representative. This fact contradicts Amtrak's annual report dated February 15, 1974, which states, "on-board service directors have been employed on the San Francisco Zephyr," in 1973.

The lounge car on this train had not been refurbished nor did it have a dome section thereby contradicting the claim in the Amtrak brochure that the car is a "stairway to the stars—every seat under glass in lounge and upper terrace." In addition, this car had a cracked window and all the windows on one side of the car were fogged to a degree which severely impaired visibility. The lounge car normally on this train reportedly has a dome section. It was explained by the train personnel that the dome car usually assigned to this train was taken out of service the previous week and a refurbished type car with a dome section was not available at this time. These conditions were particularly unsatisfactory to a number of passengers who indicated they had taken this train in preference to other forms of transportation for the sole purpose of seeing the beautiful mountain scenery. In this regard, it was observed in Cheyenne, Wyoming, that the westbound Zephyr had a lounge with a dome section.

¹⁶ See footnote 2.

One of the coaches had been refurbished with a freestanding water cooler rather than a modern inlaid water cooler. Moreover, it was not operating. Only one of the cars had a fire extinguisher with a current service date; four fire extinguishers had no indication of a service date and two were dated in 1972.

As observed on other trains, although the roomette/bedroom car was refurbished (heavy as compared to interior only) in June 1972, the roomette facilities were not appointed to normal expectations of first class accommodations. The roomette originally occupied for this review was unbearably hot and visibility was impaired due to the dirty condition of the window when the train departed Oakland. Neither of these conditions could be corrected. Alternative accommodations were furnished, however, which were an improvement but remained less than expected for first class accommodations. The diner was also unbearably hot from the time of departure at Oakland until the following morning when the condition was corrected.

The dining car personnel were railroad employees. The type of service furnished by these employees on this trip confirms the necessity for Amtrak to expedite its program for assuming control and supervision of these employees. For example, it was noted that although the dining car reportedly serves dinner until 9:00 p.m., on the first evening the final call for dinner was announced throughout the train at 7:45 p.m. Two passengers entered the dining car at 7:55 p.m. and were refused service. At this time the car was occupied by 14 crew members and apparently the steward did not believe additional service for passengers was warranted.

All of the conditions of this train were paled on the second evening of the trip when the train derailed in Stratton, Nebraska. The last five cars on the train, including a coach, the lounge car, the diner, the bedroom car and a combination roomette/bedroom car derailed.

According to press reports 21 passengers were hospitalized as a result of the accident. The Burlington-Northern, however, reported that only 15 persons were injured.

A preliminary report by the Burlington-Northern Railroad states that the cause of the accident was a "broken wheel, resulting from brake applications of sufficient force and duration to induce enough heat to produce a thermal crack." This wheel was located on the front trunk of the coach. The report does not indicate whether the broken wheel was equipped with decelostats (an anti-slide device that prevents a wheel from locking when a train is in the process of being stopped.) Also, although not mentioned in the report, the car had a heavy overhaul refurbishment in August 1972.

There is no indication in the report that any other possible causes for the accident were investigated. Based on a statement made by the engineer the report states that at the time of the accident the train was traveling 79 miles an hour, the maximum authorized passenger speed. It appeared, however, that the train was traveling considerably faster than indicated but there is no way this contention can be substantiated. The accuracy of the report is also questioned. For example, it states that the derailed cars included a dome lounge whereas as discussed above, the lounge car on this train did not have a dome section.

A limited examination of records disclosed that apparently Amtrak has experienced considerable difficulty with the derailed cars. It was ascertained, for example, that the diner had been in another accident a few months previously. Records indicate it was out of service for 32 days in September and October 1973 due to "accident damage." It was also ascertained that wheels on the derailed cars have been replaced on several occasions between January 19, 1973 and February 12, 1974 as follows:

Car	Occasions	Number of wheels replaced
Coach A-4521.....	7	14
Lounge UP-6200.....	1	2
Diner A-8094.....	5	12
Sleeper C.B. & O. 450.....	28	106
Sleeper A-2656.....	10	36

The reasons necessitating these wheel replacements could not be determined.

A complete review of this accident was precluded because Amtrak and Burlington Northern refused access to pertinent records. To date, a decision has not been made as to whether the matter will be pursued.

TURBOLINER (CHICAGO-ST. LOUIS, TRAIN NO. 303)

A trip was made on the Turboliner on February 3, 1974, from Chicago to St. Louis. Despite the fact that the Turboliner is Amtrak's most modern train it was disliked by many passengers.

The modern French built Turboliner was placed in service October 1, 1973, on twice daily trips in each direction between Chicago and St. Louis. It is designed as a non-turnaround train (engine at each end) with five coach cars for a capacity of 296 passengers including a small cafeteria in one car.

It is capable of speeds of 125 miles an hour. However, due to the poor condition of the roadbed, signaling, grade crossing and highway crossing protection, it is restricted to no more than 79 miles an hour and is scheduled for an average speed of 57 miles an hour. At this reduced speed it provides a relatively smooth ride in comparison with other Amtrak trains. The scheduled time of five hours is only 20 and 35 minutes faster than the two conventional trains on this route. Most of this time difference is due to the length of stops for baggage handling rather than running speed. Ironically, the scheduled time for the Turboliner is only 11 minutes shorter than the time shown in the 1947 Guide of the Railways for a train making this same trip.

Even at the scheduled slow speed, the Turboliner has a poor on-time performance record. For the first three months of operations, the only months for which statistics are available, the on-time performance was as follows:

(1973) Month	Trains more than 6 minutes late (percent)	Average lateness (minutes)
October.....	82	40
November.....	75	31
December.....	73	66

This record compares unfavorably with the conventional trains on this route which were late 58 percent, 57 percent and 36 percent of the trips in the respective months. In fact, the Turboliner had the worst on-time performance record of any of the 17 Amtrak short-distance routes.

The primary reason for the trains being late was slow orders. On the trip made for this review, the Turboliner was 20 minutes late leaving Chicago and 45 minutes late arriving in St. Louis. An explanation as to why it was late leaving Chicago could not be obtained whereas the 25 minute delay during the trip was explained as being due to slow orders. The late arrival was disconcerting to several passengers because of the inconvenience to the parties meeting them at that hour (due 10:10 p.m., arrived 10:55 p.m.).

Amtrak operates four Turboliners on this route; two from Chicago Monday through Friday (train #301) and Sunday through Friday (train #303), and two from St. Louis Monday through Saturday (train #302) and Monday through Friday (train #304.) All trains are scheduled to arrive 4 hours and 59 minutes after departure.

The Turboliner has been successful financially in that for the first three months of operation (the only months for which financial data is available at this time) the trains operated at a profit as shown in the following table:

PROFIT (LOSS) 1973

Month	Train				Total
	No. 301	No. 302	No. 303	No. 304	
October.....	(\$16,324)	\$3,401	\$27,774	(\$3,103)	\$11,748
November.....	6,015	22,166	68,954	13,467	110,602
December.....	679	14,744	30,180	6,544	52,147
Total.....	(9,630)	40,311	126,908	16,908	174,497

This profit appears particularly significant considering that in September the four conventional trains on this route operated at a \$39,409 deficit. Also, only a few of the other trains reviewed operated at a profit during these months (Appendix 1). The Turboliners operated at an average of 35 percent of capacity in October and 46 percent of capacity in November. The break-even point during this period was 31.5 percent of capacity.

On the trip made for this review most passengers expressed displeasure with the train. The complaints ranged from mild ("I'm sure Amtrak could do better") to extreme ("Never again will I travel this train or Amtrak"). The passengers were dissatisfied with the lack of reservations, general accommodations, and especially the dining facilities; in addition to the failure to arrive on time mentioned above.

Although the Turboliner is one of Amtrak's most modern and most popular trains, it is operated on a non-reservation basis. As there is no assurance of getting on the train, a number of passengers are undoubtedly discouraged from taking the train. Passengers board the train on a first come basis. This entails obtaining a boarding pass distributed commencing one hour before scheduled departure time. Passengers boarding in Chicago stand in a cold drafty corridor awaiting the train. The wait for most passengers is the full hour because they had to arrive at that time to assure boarding.

Hopefully this problem will be corrected by April 1, 1974, when the ICC regulations become effective requiring that "all carriers shall make provision for advance reservation of coach-seat space by customers."¹⁷ On the other hand, as the Turboliners make up only 50 percent of the trains on this route, Amtrak may only provide reservations on the conventional trains in accordance with the exception allowed in the regulations as follows:

The provision of this subsection does not preclude, when warranted by the public demand, the operation of unreserved coach-seat trains in addition to "reserved-space" trains on routes capable of sustaining more than one train daily in each direction, provided that no more than 50 percent of the trains on any given route was unreserved coach-seat trains.¹⁸

The cars are designed whereby about one-fourth of the seats are two abreast facing each other and the remainder are equally divided between two abreast facing forward and two abreast facing the rear. A number of passengers were displeased with the reduced leg room for the seats facing each other. Also, a number of passengers complained about having to ride backwards.

The train appears to have been designed for passengers traveling somewhat longer distances than commuters but not on particularly long trips. The seats are not particularly comfortable in comparison with conventional coaches but then overnight travel is not involved. The seats are narrow and do not recline—they are supposed to recline about two inches but most were not operable. The aisles are narrow causing considerable difficulty when navigating with luggage and when the train is moving. The exit doors and stairs are also narrow—almost two-thirds the size of conventional trains, again causing difficulty for passengers with luggage. The doors between the cars are very heavy (especially when the train is on a curve) and exceedingly difficult for the young and the elderly to open.

Passengers also complained about the lack of checked baggage facilities on the train. Anyone desiring to check baggage must make an extra trip to either the Chicago or St. Louis station and be without the baggage for a full day as it is transported on one of the conventional trains.

The food service is the greatest source of passenger discontent. The facilities are in one-half a car consisting of a small cafeteria and six tables with a seating capacity of 24 passengers. This area is not adequate for the capacity (296) of the train. The facilities appear to be more suited to a snack type operation rather than full dinners. Many passengers, however, desire full dinners on the evening trip and in accordance with the recent ICC regulation, full dinner service should be provided. On the trip made for this review, the shortage of seating capacity in the dining area was compounded by four of the six tables being occupied immediately upon departure continually for the entire trip by the same persons playing games. As only two tables were available for dinner patrons, the majority of the passengers were required to carry their food to their seat and eat it balanced on their laps—a formidable task considering the narrow aisles, heavy doors, and narrow seats.

¹⁷ 49 C.F.R. 1124.3(e).

¹⁸ 49 C.F.R. 1124.3(e)(1).

The inadequate area also causes a litter problem. All food items, by necessity of the service, have considerable wrapping material. Two oversized trash receptacles in the cafeteria area were soon overflowing. More receptacles cannot be used because even the ones provided severely interfere with passengers. Also, the coaches are completely littered because most food is depackaged here and no receptacles are provided due to lack of space.

The food served consists of a small variety of untasty, expensive pre-prepared meals. Passengers select desired items from a rack which is heated in a micro-oven by an attendant. The only selections available on the trip made for this review were two hot entrees with potatoes, two salads and two hot sandwiches.¹⁹ Moreover, these limited selections were only available at the beginning of the trip. By the end of the first hour only the two entrees and one salad were available; by the end of the second hour, only one entree was available and by the end of the third hour, all food and snacks were completely sold out. It is not known how many, if any, passengers desiring food were deprived because of this shortage. Nevertheless, there appears to be no excuse for not stocking sufficient food for the trip. Granted the train had a capacity load but this is not unusual for the Sunday evening trip and the available supply was totally inadequate for a load factor considerably below average of any trip.

The prices of meals on most Amtrak trains are moderate to inexpensive. The prices on the Turboliner, however, are considerably higher than those on other trains despite the fact that the Turboliner is cafeteria style and the other trains have full dining cars. Dissatisfaction with the prices was enhanced by the fact that the quantities were rather small and the food was not tasty.

Amtrak should make a concerted effort to improve the food service on the Turboliner. As explained in another section of this report, dining service in other Amtrak trains is a considerable source of financial loss. The Turboliner offers an opportunity for experimentation with a type of service not offered on conventional trains with a good possibility of developing a successful service which could be adopted on other trains.

“THE SUNSET LIMITED” (NEW ORLEANS-LOS ANGELES, TRAIN NO. 1)

“The Sunset Limited” operates three days a week in each direction between New Orleans, Louisiana, and Los Angeles, California. A trip was made on this train on the entire route commencing on November 5, 1973. The train is scheduled to depart New Orleans at 1:00 p.m. and arrive in Los Angeles at 7:30 a.m. the second day. The route is 2,040 miles and the train averages 48 miles an hour.

Generally, the trip made for this review was very unpleasant. At the same time, this train is an example of the considerable improvements in train conditions achieved by Amtrak. Admittedly Amtrak is plagued with a number of problems, some of which are outside of its control. This train appears to be a microcosm of these problems.

The General Accounting Office reported that its representatives took trips on this train in both directions on six occasions in June and

¹⁹ Amtrak trains with full dinners provide a choice of at least four complete dinners, two cold plates, and two sandwiches.

July 1972. It reported that the conditions on the westbound train were somewhat worse than the conditions on the eastbound train. It further stated:

Generally, the cars were very old and the air conditioning, electrical, and plumbing systems were frequently malfunctioning. Train conductors and engineers stated that system breakdowns were the rule, not the exception.

The air conditioning system did not work properly half the time and, because the route goes through the southwest desert areas, it caused the most passenger discomfort and frustration. Because of a locomotive malfunction during a trip on train 1, [New Orleans-Los Angeles] the air conditioning system was inoperative on all cars except one coach car. To get relief from the heat, passengers moved from car to car to find cooler areas. When the train arrived in Tucson confusion resulted regarding seat assignments and boarding passengers could not obtain their reserved seats. A number of passengers refused to stay on the train.

The railroad did not keep the trains clean and several times we observed roaches.²⁰

On the trip made for this review it was found that Amtrak has considerably improved this train since the time of the GAO review. Most cars were refurbished and although there were instances when systems broke down these breakdowns are now the exception rather than the rule. Also, contrary to GAO findings the railroad now keeps the trains reasonably clean and roaches were not observed. The diner and one sleeper were not refurbished but in reasonably good condition. A number of coach passengers complained that the temperature was too low. On the other hand, the temperature in one sleeper car was much too high. It was further noted that there was no water in one coach for the entire route because of pressure problems. Also, there was an unreasonable amount of swaying from side to side even in the refurbished cars. Train personnel explained that this was due to the bearings being worn in the undercarriage and replacement was not a part of the refurbishment program. In addition, the roadbed in Louisiana is in extremely poor condition.

Due to the softness of the land this roadbed requires more maintenance than usual but apparently it is not receiving this maintenance. Despite these deficiencies it should be emphasized that the train is considerably better than before Amtrak commenced operations and better than 18 months previously when GAO conducted its review.

This train was also the subject of a 1969 report by an ICC examiner. The report points out that the diner-lounge car was removed from the train in January 1966. From that time forward food service was provided by vending machines in a buffet car. Also, the last remaining sleeping car was removed from this train in February 1966. The consist of the train effective in March 1968 was three coaches with an average capacity of 44 seats totaling 132 seats. It was further pointed out that although adequate statistical ridership data was not available, since no complaints were received regarding the adequacy of the consist, it was assumed that the three coaches met the passenger needs.

The ICC reported:

The chair cars were equipped with reclining chairs with leg rests; the picture size windows were "non-foggy"; beautiful full color photo murals were added; individually controlled reading lights were provided; pressurized air conditioning was installed throughout; AM-FM radio equipment was provided in all chair

²⁰ See footnote 2.

cars; a public address system supplied service announcements and comments of passing interest to passengers; valet, pressing and minor tailoring services were available; showers for sleeping car passengers; beautiful interior decorating was applied to all interiors, and all seats in chair cars were reserved. These trains were undoubtedly among the finest in the world.²¹

Obviously Amtrak's improvements have not met these standards but there has been considerable improvement over the time when the train consisted of only three coaches with inoperable air conditioning, no diners or sleeping cars.

The ICC reported that prior to Amtrak the Southern Pacific operated the train with five complete train sets. Amtrak operates the train with only three train sets of the normal consist but operates the train only three days a week compared to Southern Pacific's daily operation. Unfortunately, due to the shortage of Amtrak equipment, there is no back-up equipment for this train. Consequently in any instance where a car must be removed from service there is no replacement of comparable quality.

At its peak this train consisted of four coaches, six sleepers, a coffee shop/lounge car, dining car and a mid-train lounge car. The train now usually consists of a baggage car, three coaches, lounge/dormitory, diner and two sleepers (each sleeper has 10 roomettes and six bedrooms.) At the time of this review there were three sleepers on the train. The average number of passengers on board this train at any given point in the route in the summer peak period was between 200-300 people (Appendix 1, Table 2). It can be seen that there is a considerable improvement over the pre-Amtrak period when the train had a capacity of 132.

The ICC reported that an adjusted "out of pocket" deficit for this train amounted to \$2,046,400 in 1966. In 1973 this train incurred an operational deficit of \$1,342,051 and significantly it made a profit during two summer months (Appendix 1, Table 2).

"The Sunset Limited" appears to be burdened with a number of employees of the Southern Pacific who still believe in a policy of discouraging passengers so that the train may be discontinued. There were few exceptions to the general rule that all employees were extremely rude and uncooperative. For example, the trip takes almost two days including two nights. The sleeper car porter, however, refused to perform any services during that period, including the fact that the berths were not made after the first night's occupancy nor was any trash receptacle emptied. Similarly, the dining car personnel had an attitude that it would be preferable for passengers to never come to "their" diner. Another example of employees' poor attitude was on the final morning, when the train was running almost three hours late, the porters awakened all passengers at 6:00 a.m. (four hours before the train arrived in Los Angeles) informing them that the train was on time and that they must hurry to the diner. The purpose of this action was obviously to enable the employees to complete their work prior to the time of arrival. These experiences support the necessity for Amtrak to expedite its program to assume control of all service personnel.

²¹ "Adequacy of Railroad Passenger Service—Report and Recommended Order by Interstate Commerce Commission Hearing Examiner John S. Messer, Dated April 22, 1968, Concerning Adequacy of the Southern Pacific Company's Passenger Service Between California and Louisiana," Docket No. 34733.

A brochure for this train and all other trains published by Amtrak contains the following statement:

Once on board, feel free to inquire about train accommodations. You are invited to change your space if you find something that will better meet your travel needs and is available. Ask the Service Director, if assigned, or the Conductor, who will quote 'step up' rate charges and advise if the other space is available on the train.

This policy, however, is not being effected. Two passengers boarding the train in New Orleans desired to have their coach accommodations changed to first-class. The conductor informed the passengers that a transfer could not be made because the manifest did not include the entire route. Although there were a number of sleeping accommodations available at that time, the conductor contended he had no assurance these spaces would be available after departing such major stops as Houston and El Paso, Texas. These passengers remained in a coach for the entire two day trip despite the fact the first class accommodations were less than half occupied for the entire trip. It was also noted that three of the bedrooms were occupied for the entire trip by train personnel. An instance similar to this also occurred on a trip on "The Broadway Limited."

The two and one half hour delay in arriving at Los Angeles, and the longer delays in arriving at interim stops, were caused by all but one of the major causes previously listed in this report in the section pertaining to on-time performance. The train was delayed for almost an hour between Alpine and El Paso, Texas, because of what would be classified as freight interference. It should be explained, however, that this particular freight train interference was not particularly the fault of the railroad. There is a single track in the area of the interference. A freight train coupling broke and it took considerable time before it could be temporarily repaired permitting the train to be removed to a siding. Another major cause of the delays was the malfunctioning of the locomotive. This caused considerable delays until the train reached Tucson at which point there was a further delay of 40 minutes awaiting the repairs to be made. The train was also delayed by a number of blocking signals. It was the opinion of some of the train personnel that these signals were malfunctioning. There were no delays caused by the category of "waiting arrival of other passenger trains" as this train no longer makes a connection with a train in El Paso.

It is interesting to note that the ICC report, in discussing poor on-time performance when the train was operated by the Southern Pacific, stated that the train was usually late arriving at its destination because "anything can happen in a 2,000 mile journey and usually does." As can be seen, this situation has changed very little.

"THE NATIONAL LIMITED" (NEW YORK/WASHINGTON/KANSAS CITY,
TRAIN 31/531)

"The National Limited" operates daily in each direction between New York and Kansas City, Missouri. A trip was made on October 29, 1973, on the segment of the route between Washington and Pittsburgh, Pennsylvania. This segment of the route is operated only three days a week (Monday, Wednesday and Friday.) The train departs Washington at 1:20 p.m. and arrives at Harrisburg, Pennsyl-

vania at 4:45 p.m. This segment of the route is 194 miles and the train averages 43.6 miles an hour.

The train consisted of just one coach on the segment of the route between Washington and Harrisburg. The car had a capacity of 48 passengers whereas there were never more than 20 passengers on board. The conductor stated that this load is about average for that time of year and is a considerable improvement over 1972. As the trip is not made during normal dining hours, the train is not required by ICC regulations to have a buffet car or other dining facility. Moreover, dining facilities do not appear to be warranted based on the present volume of passengers.

On this trip, the car (A 4833) was in deplorable condition. The car was unbearably hot, there was no soap or hot water in the restrooms, the mens' restroom was awash when the train departed Washington and there was no water cooler.

The conductor was eventually able to shut the steam off. However, the temperature was never reduced to a reasonable degree. Moreover, it was the shutting off of the steam which eliminated the hot water in the restrooms. Also, with regard to the difficulty with the heat controls it was noted that Amtrak records on the car indicated that the air conditioning system was inspected three weeks previous to this trip and that the steam heat system was inspected the previous week. Admittedly, inspections of this type do not necessarily guarantee that there will not be any malfunctions in the near future. The fact that difficulties with these systems occur frequently reportedly is due to the age of the equipment.

The cause for the washroom being awash was not determined nor was the matter corrected during the trip. The fact that there was no water cooler was particularly disturbing considering the extreme heat in the car. Amtrak attempted to partially alleviate this problem by placing some ice and gingerale on board in Baltimore. The passengers appreciated the gesture—but not the mess in the aisle caused by the melting ice which was not placed in a leakproof container.

The car was also dirty. An Amtrak record on the car indicated that the car had received its semi-annual "extraordinary cleaning" only two weeks before this trip. The dirty conditions observed on this trip appeared to be due to the car not being serviced after its last trip.

The car had a "light mechanical repair" type refurbishment in January 1973 and a complete interior refurbishment in February 1973. Obviously, considering unsatisfactory conditions described above, neither of these refurbishments were satisfactory. In addition, it was noted that a number of windows were fogged to a degree which severely impaired passengers viewing the scenery.

This deficiency is significant because an Amtrak passenger study²² disclosed that of all the attractive features for which travelers select trains over other forms of transportation viewing the scenery was considered the best feature by twice as many passengers as any other feature.

The poor condition of the car was particularly disturbing to the passengers because (1) it was the only car in the consist, and (2) there was a private car²³ attached to the train reportedly with an operating

²² Amtrak Passenger Study—Western and Southern Long Distance Trains, Christmas-New Year's Rush 1972-73, March 1973.

²³ Penn Central Car No. 5.

air conditioner, drinking water, clean windows and floors, and rest-rooms not awash and with hot water—amenities not available in the coach. The passengers were also aware that the train departed 10 minutes late because eight maintenance men were working on the private car whereas no attempt was being made to correct the deficiencies on the coach.

A trip was also made on this train on February 4, 1974, on the segment of the route between St. Louis and Kansas City, Missouri. This train is scheduled to depart St. Louis at 10:55 a.m. and arrive at Kansas City at 4:40 p.m. This segment of the route is 279 miles and the train averages 48.5 miles an hour.

The train for this segment of the trip has a consist of one diner, two sleepers, and three coaches. This amount of equipment appears to be more than necessary based on the average passenger load. On this particular trip, only one of the 17 available bedrooms was occupied and only four of the 10 available roomettes were occupied. There were only 30 coach passengers on board at any one time whereas the capacity was 132.

All of the cars appeared to be reasonably clean especially considering that the train had been en route the past 24 hours on the 1,050 mile trip from New York. It was noted, however, that there was broken glass on the floor at one end of one coach that certainly could have been removed by the porter or the St. Louis station attendant. In addition, it was observed that all of the windows were dirty on the outside. It could not be determined, however, whether the dirt had accumulated during the previous portion of the trip. The outside panes of two windows in one coach were broken and it appeared that this condition existed before the train departed New York. Another unsatisfactory condition was that one of the roomette passengers had three unruly pets.

The train did not depart St. Louis until 1:20 p.m., whereas, as stated above, it was scheduled to leave at 10:55 a.m. No explanation could be obtained for the delay in arriving at St. Louis. The train arrived in Kansas City at 7:15 p.m., two hours and 35 minutes late. This train connects with "The Super Chief" at Kansas City but the delay had no effect as it is not scheduled to depart from Kansas City until 2:10 a.m. the following morning.

"THE BROADWAY LIMITED" (NEW YORK/WASHINGTON—
CHICAGO, TRAIN NO. 14/541)

"The Broadway Limited" operates daily in each direction between New York, New York and Chicago, Illinois, with a section attached (or detached) in Harrisburg, Pennsylvania, which operates in each direction from (or to) Washington, D.C. A trip was made on this train from Pittsburgh, Pennsylvania, to Chicago on October 31, 1973; trips were also made between Washington and Chicago on January 29, 1974, and between Chicago and Washington on November 20, 1973 and February 15, 1974.

This train was very late arriving at its final terminus on each of the days trips were made for this review. It was 40 minutes late departing Pittsburgh on October 31; 82 minutes late arriving in Chicago on November 1 and 54 minutes late on January 30; it was 3½ hours

late arriving in Washington on November 21 and 45 minutes late arriving in Washington on February 16. These late arrivals are typical for this train as it consistently has one of the worst on-time performance records of any Amtrak train (Appendix 3, Table 4).

A considerable amount of this lateness is due to the condition of the roadbed (Penn Central). Slow orders were issued for extended lengths of the route. Moreover, despite the slow speed necessitated by these orders, overall this train was the roughest riding of any train included in this review. Much of the trip (in either direction) is made during normal sleeping hours. Many of the passengers on each of the trips complained that it was impossible to get a good night's rest due to the roughness of the train.

"The Broadway Limited" was the first Amtrak train to be completely refurbished, and consequently is one of Amtrak's best trains. The train has a service director and a passenger service representative who were very helpful and appeared to be appreciated by many passengers.

On the trip made November 20 it had a very attractive lounge with closed circuit television and a movie was shown in the evening. This car was removed from this train three weeks later, however, and placed on "The Floridian" in order to upgrade this train during its peak season. On the trip made on February 15 the Broadway had a refurbished lounge car but did not have any of the entertainment features. The fact that entertainment features were not provided attests to the shortage of equipment and precludes Amtrak from consistently fulfilling the promises made in its brochures.

On both of these trips (11/20 and 2/15) the train had two diners (connected) and were the best encountered in any of the trips made for this review. The food was very good, excellently served, and more reasonably priced than any other train (for example, a full course dinner could be purchased for \$1.50). As a result the diner was well patronized. Whether this diner is any more profitable than others, however, is questionable. Satisfaction with the diner, however, was seriously lessened by the rough ride. It was impossible to eat a meal in a relaxed manner because of the formidable task of trying to keep from spilling; coffee would not stay in a cup if it was more than one-third full.

As in the case of other trains, a number of unsatisfactory conditions were observed on these trips.

On the trip made November 20, the steam line on one of the coaches (in the middle of the train) broke. Therefore, in order that the cars behind this one could receive heat the coach was switched to the rear of the train at Pittsburgh. This process delayed the train about one and one-half hours. Moreover, the passengers in the coach were without heat. On the other hand, one sleeper car was overheated and this condition could not be corrected during the trip.

On the trip made February 15 it was observed that doors on three cars were not operating correctly. Also, at least five window shades in the bedroom/roomette car were not operating correctly. Unsatisfactory conditions such as these may not appear to be significant but actually they are very important to the passengers involved. Elderly persons (a large percentage of passengers on all trains) were observed to become frightened when they were between cars and were unable to

open the door, Similarly, inoperative window shades prevent privacy and sleep, two features for which a high price is charged. Significantly, these defects were not recorded on the "car condition report" in accordance with Amtrak procedures.

The first segment of this train's route (Washington to Harrisburg) was reviewed on three trips (11/20, 1/29 and 2/15). The caliber of this section of the train is considerably less than that of the main section of the train. The train on this section usually consists of a bedroom/roomette combination car, a coach and a coach/stand-up snack bar combination car. The condition of this equipment did not meet the standards of the main section.

The most striking contrast pertained to the dining facilities. Whereas, as stated, the main section of the train had the best dining facilities encountered in this review, this section had the worst dining facilities. On the westbound journey (scheduled between 4:35 p.m. and 8:00 p.m.) sandwiches are the normal dinner fare which is certainly not comparable to a proper dinner. Moreover, on the trip made on January 29, there were not enough sandwiches available. As a consequence, several passengers had no dinner until after 9:00 p.m. when space in the diner on the main section of the train became available. On the eastbound journey (scheduled between 6:50 a.m. and 10:10 a.m.) on February 15 the only items available for breakfast were fruit juice, fruit cake, and potato chips. Normally the main fare for breakfast is coffee (in a paper cup) and sweet rolls, as was the case on the trip made November 20, however, it is not comparable to the breakfast served on the main section of the train. Also, on this trip the train was late beyond the normal lunch hours (arrived at 1:40 p.m. vs. scheduled arrival of 10:10 a.m.) and no provision was made for this meal even though it was known when the buffet car was put on the train in Harrisburg that the train would be between three and four hours late arriving in Washington.

Compounding the poor dining facilities was the fact that the attendants in the buffet cars were the most discourteous encountered on any trip taken during this review.

The train's equipment on the trip made January 29 was in particularly poor condition. The heating system was not operating satisfactorily in any of the cars. Attempts were made to correct these conditions immediately before the train departed Washington. These efforts were partially successful but also delayed departure 20 minutes. In addition, the outside of all the cars was very dirty; the dirt on the windows severely impaired visibility. Also, four seats in the coach were broken. This defect was important on this trip because the load factor required occupancy of these seats.

A brochure for this train and all other trains published by Amtrak contains the following statement:

Once on board, feel free to inquire about train accommodations. You are invited to change your space if you find something that will better meet your travel needs and is available. Ask the Service Director, if assigned, or the Conductor, who will quote 'step up' rate charges and advise if the other space is available on the train.

A passenger boarding the train in Washington (on January 29), in accordance with this policy attempted to transfer from coach to roomette accommodations. The conductor had a manifest indicating that less than 50 percent of the roomettes were reserved. However,

he informed the passenger that a transfer could not be effected because he had no assurance that the manifest was accurate. Consequently, the passenger remained in the coach for the entire trip whereas ironically roomettes remained available throughout the trip. An instance similar to this also occurred on "The Sunset Limited."

Due to the late hour when the train was boarded on October 31—(2:00 a.m.) a complete observation of the condition of the train could not be made as it would have disturbed passengers. Nevertheless, two disturbing instances occurred which Amtrak could easily correct.

The berth had not been prepared when the train was boarded. This necessitated a 30 minute wait in the corridor while it was prepared. There was no excuse for this delay as the berth had been unoccupied since the train departed New York nine hours previously and there were no other passengers boarding at Pittsburgh.

The dining car serves breakfast only from 6:30 a.m. to 8:00 a.m. The steward explained that the closing hour is based on a desire of having passengers finish their meal by 8:30 and thus allow the crew one half hour to clear the car before its arrival in Chicago at 9:00 a.m. The fact that on this trip the train was not to arrive in Chicago until 9:50 a.m. had no effect on the hours of operation. Thus service was refused some passengers desiring breakfast after 8:00 a.m. This early closing was particularly disturbing to passengers who had boarded in Johnstown at 12:30 a.m., in Pittsburgh at 2:00 a.m. and Canton at 4:00 a.m. Obviously these passengers desire breakfast at the latest possible time. In addition to being disturbing to the passengers, it would obviously be better economically for Amtrak if the diner would serve as many passengers as possible. As pointed out in a previous section of this report, the operation of dining cars is extremely unprofitable for Amtrak. Chicago being the final destination of the train, there appears to be no reason why passengers could not be in the diner up until the time the train arrives.

It is recognized that at the time of this trip the dining car personnel were employees of the Penn Central Railroad and that Amtrak is in the process of taking over supervision of train service personnel. Hopefully incidents such as described above will be corrected when this program is completed. In the interim, however, there appears to be no reason why corrective action cannot be taken by Amtrak based on observations of passenger service representatives.

"THE FLORIDIAN" (MIAMI-CHICAGO, TRAIN NO. 53)

"The Floridian" operates daily in each direction between Miami, Florida, and Chicago, Illinois. A trip was made on December 16 from Miami to Chicago. The train is scheduled to depart Miami at 5:30 p.m. and arrive in Chicago at 7:00 a.m. the second day. The route is 1,594 miles and the train averages 42.5 miles an hour.

The train consisted of three coaches and three first class bedroom cars, a diner and a lounge car. One of the coaches attached at Jacksonville was a dome car. Occasionally one of the coaches from Miami is also a dome car. Also, occasionally one of the bedroom cars is replaced with a car having 10 roomettes and 6 bedrooms, in contrast to the all bedroom cars which have 11 bedrooms. The fact that the train normally does not have any roomette accommodations is a source of

irritation to many prospective passengers. The fare for an unaccompanied traveler utilizing a bedroom is \$164.85 as compared to \$96.70 for a roomette. This fare does not compare favorably with the coach air fare of \$96 for a flight between Miami and Chicago.

The schedule for "The Floridian" was changed on December 14. Prior to that time the train departed Chicago at 8:30 a.m., laid over in Jacksonville for about four hours, and arrived in Miami at 1:40 p.m. the second day. Also, before December 14 the train departed Miami at 3:40 p.m. again laid over in Jacksonville for about four hours and arrived in Chicago at 7:00 a.m. the second day. Commencing December 14 the layover in Jacksonville was reduced to 50 minutes on the southern trip and to 35 minutes on the northern trip. The train now arrives in Miami at 11:10 a.m. instead of 1:40 p.m. and departs Miami at 5:30 p.m. instead of 3:40 p.m. The arrival and departure times in Chicago remain the same.

This change in the schedule considerably upset the travel plans for a number of passengers because the national schedules published effective October 28, 1973 indicate entirely different times for the train after December 14 than those actually effected. Also, inquiries as late as December 12 provided schedule information different from that published and different from that effected. A number of passengers purchased tickets considerably before it was contemplated to change the published schedule. Amtrak made an effort to contact these passengers to inform them of the change in the schedule but were unsuccessful in a number of cases in Miami. Failure to inform these passengers caused an inconvenience since they arrived in time to catch a train scheduled to depart at 8:00 a.m. only to find that the train was departing at 5:30 p.m. In effect, these passengers lost a full vacation day and arrived at their destination in some instances almost one day late. Similarly, passengers who were not contacted in Chicago arrived in time to board a train scheduled to depart at 8:55 a.m. only to find that the train was to depart at 8:30 p.m.

Amtrak is obviously making a concerted effort to improve the condition of this train. A number of improvements have been made since it was decided to rescind the request to discontinue the train. For example, the lounge car on the train is a completely refurbished car normally assigned to "The Broadway Limited". It was stated that the car was assigned to this train for the winter season. It had a very pleasing appearance and the passengers seemed to appreciate the features provided. As Amtrak's annual report dated February 15, 1974 states:

Motion picture feature films, games, taped music, magazines and additional passenger entertainment were among features added to . . . the Floridian.

The porters, coach attendants and dining car personnel on this train were Amtrak employees as contrasted to railroad employees on most of the Amtrak trains included in this review.

It was particularly noted that these employees without exception were the most courteous and knowledgeable and helpful of all the employees observed during this review. The quality of the personnel in the dining car was particularly noticeable because there was a crew change in Jacksonville, Florida, where the Amtrak employees were replaced by railroad employees. The railroad employees in contrast to the Amtrak employees were extremely discourteous and

not particularly knowledgeable. For example, the waiter who stated that he had been working for the railroad as a waiter for 32 years apparently has still not learned the sequence in which a meal should be served nor where particular items should be placed. Similarly the cook stated he had been employed by the railroad for 42 years and apparently has not learned how to toast bread or fry bacon. Particularly disturbing to the passengers was the fact that these employees voluntarily informed all the passengers that replacement of railroad dining car employees by Amtrak employees would not be successful.

Generally, the trip made for this review was relatively pleasant. However, as in the case of other trains, "The Floridian" had several unsatisfactory conditions. For example, on the second evening, the electrical system in the diner failed causing all of the lights to go out. Apparently this is not an unusual situation as candles were available. Unfortunately, the candle supply was not sufficient resulting in complete darkness before all passengers had completed their meal.²⁴ In addition, the door to the lounge car was broken on the second night requiring an attendant to be continually on duty to operate it for passengers. Also, similar to other trains the windows in the dome car were so dirty that visibility was seriously impaired. Also at least three toilets in one of the bedroom cars were inoperable. Considering, as mentioned above, that the price of bedrooms is very high, conditions such as this are intolerable.

As pointed out in another section of this report, the dining car operations result in substantial financial losses. The dining car operations on this train exemplify one of the causes for these losses. Most passengers board the train considerably after 6:00 p.m. at intermediate stops north of Miami. These passengers have eaten their dinner before boarding. As a consequence, only a few dinners are served on the train. From Jacksonville north the train utilizes the diner originating on the St. Petersburg/Jacksonville segment of the route. The diner originating in Miami is removed in Jacksonville at 1:15 a.m. and returns to Miami on the southbound train for Miami. This train departs Jacksonville at 3:25 a.m. and serves breakfast before arriving in Miami at 11:00 a.m. Thus, the crew is on board for almost 18 hours but only serves a few dinners and an unknown number of breakfasts. Labor costs account for most of the dining car operational expenses and breakfasts account for less revenue than the other meals.

Similarly, the lounge car is also of considerable expense to Amtrak. The lounge car has two attendants in order to provide 24 hour a day service. It was noted on this trip that between the hours of 2:00 a.m. and 6:00 a.m. the attendant served two sandwiches and five cups of coffee accounting for revenue of less than \$3.00.

The peak season for this train commenced in December. It was explained that it was for this reason that difficulty was encountered in obtaining reservations on this train for the purpose of this review in December. It was because of the reported unavailability of reservations for a south bound trip during a two week period in December that it was decided to make the trip only in the northern direction. Reservations were requested for first class accommodations on the train from Miami to Chicago on either December 17 or 18. The

²⁴ Also, this train was the subject of a network television news item filmed on January 2 at which time the lights in the diner again went out.

reservation office stated, however, on December 3 that reservations were not available on these days. It was for this reason that the trip was made on December 16. An examination of the passenger load indicates that actually there was ample first class accommodations available on both December 17 and 18. Amtrak records indicate that on December 17 there were 30 first class passengers on board whereas the train had a capacity of 10 roomettes and 22 bedrooms for a total of 54 first class passengers. On December 18 there were 46 first class passengers on board with a train capacity of 33 bedrooms for a total of 66 first class passengers. On the day this trip was made (December 16) there were 23 first class passengers on board and again there was a capacity of 33 bedrooms accommodating 66 first class passengers. A number of the unsold bedrooms were occupied by crew members and railroad employees traveling on a pass. It must be questioned whether some of the bedrooms occupied by these persons accounted for the so-called unavailability of accommodations for paying passengers. In any event, Amtrak is losing revenue by not accommodating persons desiring accommodations when the accommodations are available.

The train was two hours late arriving in Chicago. An explanation for this delay could not be obtained. In this regard, it is noted that the schedule provides for a running time two hours longer than when the train was operated by the Southern Coastline prior to the establishment of Amtrak.

In this regard it should be noted, as discussed in the section of this report pertaining to on-time performance, that Amtrak has filed a case with the National Arbitration Panel alleging that the Louisville and Nashville Railroad operators of "The Floridian" (for 490 miles between Louisville, Kentucky and Montgomery, Alabama) have failed to comply with the contract to insure that the train operates within the scheduled running time. As stated in the Amtrak annual report dated February 15, 1974, "Amtrak is seeking an award requiring better performance by the LN in the future as well as damages to compensate for the allegedly inadequate performance provided in the past."

"THE COAST DAYLIGHT/STARLIGHT" (LOS ANGELES—SEATTLE,
TRAIN NO. 13-14)

"The Coast Daylight/Starlight" operates daily in each direction between Los Angeles, California, and Seattle, Washington. A trip was made on this train on the segment of the route between Los Angeles and San Francisco, California, on November 9, 1973, and again on February 9, 1974. The train is scheduled to depart Los Angeles at 10:05 a.m. and arrive in San Francisco at 8:40 p.m. The route is 466 miles and the train averages 46.7 miles per hour.

The train consists of three coaches, a bedroom car, two combination bedroom-roomette cars, a dining car and a lounge. On the days this train was reviewed the lounge car was one which had been refurbished and provided recreational facilities in the form of closed circuit television featuring children's programs in the morning and "horse racing" in the afternoon. A passenger service representative was on board and her efforts appeared to be appreciated by the passengers.

On the other hand, the attractiveness of the lounge on the November 9 trip was lessened by the fact that many of the windows were fogged impairing views of the beautiful scenery traversed during this route. An improvement was noted on February 9 although there were still some windows which impaired visibility.

A number of first class passengers had purchased accommodations without a clear understanding of the facilities available. The Amtrak fare includes an extra charge of \$9.40 for the Daylight portion of the trip if the passenger desires to use the bed in the room. A number of passengers were not aware of this and used the bed in their room and were rudely informed by the porters that such facilities were not included in the ticket price. The coach fare from Los Angeles to San Francisco is \$18.50 as compared to first class fare of \$29.60. An additional charge of \$3.50 is made for the roomette and a further charge of \$9.40 if the bed is to be used. Thus, the total charge for a roomette with the use of the bed is \$42.50 or 130 percent more than the coach fare. Considering that the roomette seat is not as comfortable as a reclining coach seat, the charge for a roomette without a bed appears to be unreasonable.

The attitudes of the porters and dining car personnel seriously detract from the passenger relations which Amtrak is attempting to establish. It was observed that the porters in the first class accommodations did not attempt to assist elderly passengers with their heavy luggage. The dining car personnel had a similar uncooperative attitude. For example, a waiter refused to serve a passenger a particular meal because he believed it would take too long to serve.

The dining car on the train has a seating capacity of only 36 passengers. This was very inadequate for the number of passengers on the train on both days of this review. The shortage of seating capacity caused passengers to wait a considerable period to be served. The inconvenience of this wait was compounded by the steward refusing to effect any type of waiting system. Passengers were unable to stand in a que due to their age and the rough ride of the train. Although it was suggested by the passengers and the Amtrak passenger service representative that a "number system" be effected, the steward refused.

A trip was also made on this train on the segment of the route between San Francisco and Seattle on November 12, 1973. The train departs San Francisco at 8:10 p.m. and arrives in Seattle the following day at 5:20 p.m. The segment of the route is 895 miles and the train averages 44 miles per hour. The consist of the train on this route is the same as described above as no changes are made at Oakland. On the trip for this review, however, the lounge car normally assigned to this train was out of service and was replaced with a lounge that had not been refurbished. As a consequence none of the recreational facilities were available.

As in the case of the Daylight section of this train, there were several incidents where the service was unsatisfactory. Porters in the sleeper cars were seldom available when passengers desired service. Also, the waiters in the diner on repeated occasions served meals different than those ordered. In addition, the service provided by the crew of six waiters was extremely slow even when the load factor was only 50 percent of capacity. The steward was an exception to

this poor service in that it was observed that he made several attempts to compensate for the poor service of the other dining car employees.

The on-time performance of this train is very poor (Appendix 3, Table 6). On the day of this review the train arrived in Seattle one hour and 35 minutes late. Not all of the causes for this delay could be determined, but it was observed that there were a number of track repairs in progress and that slow orders had been issued due to a freight train derailment. In addition, the train was delayed on two occasions by being placed on a siding to allow freight trains to pass.

It was observed that many of the passengers were not disturbed with the poor on-time performance of this train. It appeared that the purposes of their trip did not require good on-time performance. Nevertheless, as explained in another section of this report, if the trains are to become financially viable, Amtrak must improve on-time performance of its trains in order to attract more passengers. For example, the segment of this train between Portland, Oregon and Seattle, Washington, would appear to have a potential of a large number of passengers. Two other trains are operated between these points; one departs in each direction in the morning and in the early evening. This train is scheduled to depart Seattle in the late morning and depart Portland in the early afternoon. This schedule would appear to be convenient for many passengers. However, very few passengers boarded this train at Portland on the day of this review apparently in recognition of undependability of the train to operate on schedule.

“THE PANAMA LIMITED” (CHICAGO-NEW ORLEANS, TRAIN NO. 59)

“The Panama Limited” operates daily in each direction between Chicago, Illinois, and New Orleans, Louisiana. A trip was made on this train on the entire route on November 2, 1973. The train is scheduled to depart Chicago at 6:10 p.m. and arrive in New Orleans at 11:30 a.m. the following morning. The route is 924 miles and the train averages 53.3 miles per hour.

On the day this trip was made the train was one hour and 45 minutes late arriving in New Orleans, i.e. 1:15 p.m. vs. scheduled arrival time of 11:30 a.m. This late arrival was significant because “The Sunset Limited” departed New Orleans on schedule at 1:00 p.m. Therefore, any passengers desiring to make connections on this train were unable to do so.²⁵

This train has one of the worst on-time performance records of any long-distance Amtrak train. In the month of November more than 90 percent of the trains on this route were late and the average lateness of the trains was 88 minutes (Appendix 3, Table 7). Actually, this poor on-time performance is better than for most of the other months. The poor on-time performance is caused by a number of factors. For example, the trip between Canton and Jackson, Mississippi, a distance of 28 miles, is scheduled to take 28 minutes. The day the trip was made for this review, it took 65 minutes. The delay was caused by malfunctioning signals requiring a speed of 15 mph for most of the

²⁵ It could not be determined whether any passengers actually desired to make this connection. Reportedly, Amtrak will hold a train for one minute for every passenger on board the delayed incoming train desiring to make a connection. This, however, is not an official policy and many variations were observed during the review.

trip. It is also noted that the train took one hour more than scheduled for the trip between Memphis, Tennessee, and Jackson, Mississippi, a distance of 211 miles. The cause for this delay could not be determined.

This particular train was also delayed in Carbondale, Illinois. This train pulled a private car ²⁶ from Chicago to New Orleans. A number of coaches are normally detached at Carbondale. On this date the process took longer than usual because of the necessity to switch the private car to another track while the coaches were uncoupled and then to reconnect the private car to the end of the train.

A number of passengers who frequently take this train between Chicago and Mattoon, Illinois, explained that delays for that segment of the route are not uncommon. It was mentioned, for example, that the previous week the trip which normally is scheduled for 3 hours and 9 minutes was delayed more than 4 hours because of two breakdowns. These breakdowns were caused by rowdy university students who maliciously pulled the emergency cords causing damage to the brakes. It was explained that such conduct is not uncommon on this train.

It appeared that most the delays are probably caused by the horrible conditions of the roadbed. The train travels long distances at no more than 25 mph because of slow orders. The train personnel explained that much of the track in the State of Louisiana and lower Mississippi is in very poor condition because of the softness of the ground. It was admitted, however, that although it is difficult to keep the roadbeds maintained there does not appear to be enough effort to maintain the roadbeds.

The passengers mentioned above stated that they have been riding this train twice a week between Chicago and Mattoon for the past eleven years. During this period they observed the condition of the train deteriorate from good to intolerable. They have also observed, however, that "there has been a remarkable improvement in all aspects of the operation except for the on-time performance since the advent of Amtrak."

The train on which this review was made had refurbished coaches, lounge and diner. Nevertheless, three cars, including the dome section of the lounge, had unbearable heat. Also, most of the windows in the dome section were fogged to a degree that visibility was severely impaired. Considering these conditions, the poor on-time performance and the roughness of ride due to the poor roadbed, the train did not completely fulfill the claim in Amtrak's brochure that the trip would be "swift and comfortable."

"THE SUPER CHIEF" (KANSAS CITY/LOS ANGELES, TRAIN NO. 3)

"The Super Chief" operates daily in each direction between Chicago, Illinois, and Los Angeles, California. A trip was made on February 5, 1974 on this train between Kansas City, Missouri and Los Angeles. The train is scheduled to depart Kansas City at 2:10 a.m. and arrive in Los Angeles at 9:05 a.m. the following day. The route is 1,773 miles and the train averages 57.2 miles per hour.

The train consists of three upper level coaches, one upper level diner, and one upper level lounge car for coach passengers; for first

²⁶ Illinois Central Car No. 1.

class passengers the train has four combination bedroom/roomette cars, one diner and one combination lounge vista dome car. The coach diner had a very reasonable price list similar to other Amtrak trains. The prices in the first class diner were somewhat higher than those charged in other Amtrak trains but were still reasonable in comparison, to the quality of food and service received in comparable restaurants. In addition, the variety offered in the first class diner was considerably better than on other Amtrak trains. On the other hand, in regard to this diner the brochure published by Amtrak states: "Ask the steward about the Turquoise Room for private dining." Several passengers asked the steward about this room and were informed that it is a small alcove on the lower section of the lounge car. However, the room was not in service nor could the steward recall when it ever was in service.

"The Super Chief" traditionally was one of the finest trains in the country and remains so under the aegis of Amtrak. In some respects, however, "The Super Chief" does not compare favorably with other Amtrak trains. For example, neither lounge car has closed circuit television, movies, games or special activities for children. The train does not have a hostess nor a passenger service representative. The dome car portion of the lounge was quite comfortable in that it had wide swivel chairs. It was the only car in any of the trains included in this review that had a radio. However, the radio was not particularly satisfactory and it was operated for only one hour during the 38 hour trip. Also, this car had three badly cracked windows; two windows were severely fogged and all were rather dirty. Therefore, contrary to the brochure published by Amtrak, you cannot "sit back and enjoy an unimpaired view of this historic territory."

Although "The Super Chief" was generally satisfactory, as in the case of other trains, there were a number of unsatisfactory conditions noted during the trip made for this review. For example, on this trip Amtrak oversold the coach capacity by 30 passengers. These passengers were assigned to the lounge car. This condition severely reduced the comfort for these passengers and also negated the value of the lounge car for the other coach passengers. Unlike other trains, however, the temperature control appeared to be good in all cars. Also, an effort was made to keep the train clean during the entire trip and the porters made a concerted effort to assure that all first class passengers had clean towels and linens throughout the trip. This was in direct contrast to the trip on "The Sunset Limited" where absolutely no effort was made by the train crew to perform any services during the two day trip.

The roadbed on this route appeared to be one of the best of any of the Amtrak routes. To a large degree this accounts for the train maintaining the best average speed on any Amtrak train. During several segments of the route the train traveled at very slow speeds due to the hilly terrain. For example, between Trinidad, Colorado and Raton, New Mexico, a distance of only 23 miles, the schedule provides for the train to take one hour and nine minutes (20 mph). On the other hand, between Garden City and Lamar, Kansas, a distance of 100 miles, the schedule provides for the train to take one hour and 16 minutes (79 mph). In both instances, the train kept the schedule. Moreover, unlike practically all other trains included in this review,

"The Super Chief" arrived in Los Angeles, after traveling 2,222 miles, in 38 hours and 35 minutes, exactly on time.

Reportedly commencing June 9 Amtrak contemplates to run "The Super Chief" in two sections. One section is to have a seating capacity for over 300 passengers but a diner seating capacity of only 36 passengers. In addition, Amtrak plans to discontinue first class dining service. As a consequence of these actions, the Santa Fe Railroad informed Amtrak that continuation of the use of the name "Super Chief" must be discontinued because it would seriously damage a symbol of good service traditionally identified with this name.

"THE EMPIRE BUILDER" (SEATTLE/CHICAGO, TRAIN NO. 8)

"The Empire Builder" operates daily in both directions between Seattle, Washington and Chicago, Illinois. A trip was made on this train commencing on November 15 on the segment of the route between Seattle and Minneapolis, Minnesota. The train is scheduled to leave Seattle at 2:00 p.m. and arrive in Minneapolis at 6:30 a.m. on the third day. The segment of the route is 1,868 miles and the train averages 46 miles an hour.

The consist of this train includes three coaches (two with dome sections), two combination bedroom/roomette cars, a lounge car (with a dome section) and a diner. None of this equipment has been refurbished. The diner and one sleeper car had been painted with Amtrak insignias whereas the others were still marked with the names of the railroad from which the equipment was purchased. These included the Great Northern, Burlington-Northern, Northern Pacific and Santa Fe. Two of the coaches have linoleum floors and other signs of second class furnishings. In all there was no evidence of the claim made in the brochure published by Amtrak stating "We have been working to make trains the best way on earth to travel."

The diner had several signs of excessive wear. The crew did attempt, however, to fulfill the claim made in the Amtrak brochure that the diner is "famed for fine cuisine and impeccable service". On the other hand, the diner departed Seattle with an inoperable hot water system. The attempts to correct this unsatisfactory condition at Pasco and Spokane, Washington, and Havre, Montana, were unsuccessful. The various mechanics who attempted to correct the condition explained that the mixture of cars from different railroads makes it extremely difficult for a mechanic to have expertise on the complete train. Due to the age of the diner, it is difficult to maintain satisfactory conditions and the lack of hot water compounded the problem.

The roomette occupied on this trip was typical of those occupied on most of the trips taken during this review. It was generally satisfactory but did not have the appearance or condition of first class accommodations. This compartment was equipped with air conditioning, heat, and ventilation controls similar to those found in other roomettes. However, none of these controls were operable. There was a decal indicating that the seat was adjustable but it was not adjustable. There were controls for a radio but it too was inoperable.

Representatives of the General Accounting Office made a number of trips on this train during its review in June 1972. GAO reported

that there were intermittent failures in the air conditioning systems in coach, sleeper and lounge cars.²⁷ Similar incidents were observed during the trip made for this review. These deficiencies, however, were not as critical as in the case of the GAO review primarily because there were no extreme weather conditions.

GAO further reported:

Although restrooms in coach cars were clean at the start of the train trips, they usually were dirty by the end of the trip. On trips from Chicago to Seattle many passengers complained about dirty windows because this route is one of the more scenic routes in the AMTRAK system.²⁸

Similar unsatisfactory conditions were observed during this review. Coach restrooms were dirty during most of the trip. As each car has an assigned attendant there is no excuse for restrooms not being cleaned periodically during the trip. Dirty windows were also observed on this trip. Again, a number of passengers were dissatisfied because of this condition. Although this is a problem with many trains, in this instance Amtrak was not completely at fault because some of the dirt accumulated shortly after the train departed Seattle during a rain shower. Nevertheless, some of the windows were fogged and some, especially in the dome sections, were dirty when the train departed Seattle.

The crew on this train are railroad employees. The attitude and general helpfulness of these employees were poor and confirmed the necessity for Amtrak to expedite its program of assuming control of train service personnel. For example, the attendant in the lounge car was not on duty for several extended periods. On three occasions during the trip the attendant was present but was observed to be sound asleep. Moreover, he expressed displeasure when awakened by passengers desiring to make purchases.

Another incident involved two passengers boarding the train at an intermediate stop on the second day at which time their berth accommodations had not been prepared. There was obviously no excuse for this situation since the accommodations had not been occupied since the train departed Seattle the previous day. The passengers were particularly disturbed because due to their advanced age there was a hardship in having to wait in the aisle for approximately 15 minutes on a rough riding train.

Many of these unsatisfactory conditions on this train could be eliminated by an Amtrak service representative. Amtrak's annual report dated February 15, 1974 states that an on-board service director has been employed on this train. Contrary to this statement a service director was not on board on the trip made for this review.

As in the case of other trains, incidents during the trip made for this review confirmed the necessity for Amtrak to improve its reservation system. The most serious incident pertained to passengers desiring to go to the terminal point of the route (Chicago) but being assigned to accommodations in a car which was detached from the train in Minneapolis. As a consequence, these passengers were required to vacate their rooms at 6:30 a.m. and move to another car.

²⁷ See footnote 2.

²⁸ Ibid.

In this regard it would appear that since one of the sleeper cars is detached at Minneapolis Amtrak should provide facilities for passengers detraining at that point to remain on the car for a period after arrival. A similar service was afforded first class passengers a number of years ago detraining at New York. This train arrives at 6:30 a.m. and departure at that early hour is not always convenient.

The schedule for this train allows more time than necessary to make various segments of the trip. For example, the scheduled time for the first segment of the trip between Seattle and East Auburn, Washington is 44 minutes. On the day of this review the trip was made in 34 minutes necessitating the train to wait for 10 minutes in East Auburn before it could depart. For the westbound trip the schedule allows 50 minutes for this segment of the route and as the train can make this trip in considerable less time it permits an improvement in the on-time performance record for trains which are late. Similarly, it was noted that for the segment of the route between Malta and Glasgow, Montana, a distance of 65 miles, the schedule allows 56 minutes. On the day of this review, this segment of the trip was made in 41 minutes enabling the train to make up 15 minutes as it was running 50 minutes behind schedule at that time. It was further noted that although the train was operating between five and 40 minutes late during most of the trip, it arrived in Minneapolis on time.

“THE NORTH COAST HIAWATHA” (SEATTLE/CHICAGO, TRAIN NO. 10)

“The North Coast Hiawatha” operates three days a week in each direction between Seattle, Washington and Chicago, Illinois. The review of this train was limited to a trip on the segment of the route between Minneapolis, Minnesota and Chicago on November 18, 1973. The train is scheduled to leave Minneapolis at 12:30 p.m. and arrive in Chicago at 8:20 p.m. This segment of the route is 421 miles and the train averages 53.7 miles an hour. In this regard it should be noted that when Hiawatha service was initiated in the 1930's, the trip was a distance of 400 miles and was made in 400 minutes or 6.3 miles an hour faster than the present train.

This train consisted of three coaches (two with dome sections) two combination bedroom roomette sleepers, a lounge car (with a dome section) and a diner. Similar to “The Empire Builder” which also operates between the same terminal points and on the same route between Minneapolis and Chicago, none of these cars had been refurbished and all contained the markings of the railroads from which the equipment was purchased.

Also, as stated with regard to “The Empire Builder” there was no evidence of the claim made in the Amtrak brochure that “We have been working to make the trains the best way on earth to travel.” Contrary to a statement made in Amtrak's annual report dated February 15, 1974, the train did not have an on-board service director. In addition, as the lounge car was not refurbished, there were no services such as closed circuit television provided on some of the other trains. Moreover, the equipment used on this train was in run-down condition.

Two of the coaches had worn linoleum on the floors and no curtains or other attractive amenities are included in the diner. The heat in the dome section of the lounge car was unbearable. The attendant stated that the matter could not be corrected because the air conditioning system had been turned off for the season and could not be activated from inside the car. Several of the doors between the cars were extremely hard to operate and in some instances the elderly passengers were unable to operate the doors. Recognizing that the refurbishment program is not complete and these cars will eventually be placed in the program, it would nevertheless appear that many of the unsatisfactory conditions observed on this train could be readily corrected by Amtrak at a minimum expense.

OPERATIONAL RESULTS AND RIDERSHIP

"SAN FRANCISCO ZEPHYR"

Chicago - San Francisco (Train #5)
 San Francisco - Chicago (Train #6)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/		
	#5	#6	#5	#6	#5	#6	#5	Combined	
Jan.	\$ 168,154	\$ 163,450	\$ 241,565	\$ 248,393	\$ (73,411)	\$ (84,943)	122	119	123
Feb.	132,841	128,382	219,073	219,721	(86,232)	(91,339)	96	91	83
March	143,196	155,747	222,122	217,433	(78,926)	(61,686)	96	106	91
April	156,619	165,912	228,475	221,389	(71,856)	(55,477)	112	123	105
May	194,957	196,516	252,448	254,758	(57,491)	(58,242)	130	131	107
June	538,892	530,218	473,654	478,652	65,238	51,566	222	210	206
July	938,897	935,308	615,277	626,278	323,620	309,030	280	288	284
Aug.	835,399	758,215	608,537	618,344	226,862	139,871	368	264	309
Sept.	441,413	419,162	551,030	552,792	(109,617)	(133,630)	114	113	113
Oct.	465,027	396,856	557,052	565,487	(92,025)	(168,631)	156	137	146
Nov.	438,647	453,779	557,020	568,423	(118,373)	(114,644)	205	178	192
Dec.	524,001	567,177	565,780	587,201	(41,779)	(20,024)	272	276	274
TOTAL	\$4,978,043	\$4,870,722	\$5,092,033	\$5,158,871	(\$113,990)	(\$288,149)	181	170	169

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

OPERATIONAL RESULTS AND RIDERSHIP

"THE SUNSET LIMITED"

New Orleans - Los Angeles (Train #1)
 Los Angeles - New Orleans (Train #2)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/			
	#1	#2	#1	#2	#1	#2	#1	#2	Combined	
Jan.	\$ 157,160	\$ 133,265	\$ 261,862	\$ 252,001	\$ (104,702)	\$ (118,736)	\$ (223,438)	124	117	121
Feb.	102,300	104,942	193,299	195,197	(90,999)	(90,255)	(181,254)	89	96	93
March	120,923	118,048	204,667	195,671	(83,744)	(77,623)	(161,367)	95	96	96
April	126,971	135,823	198,321	199,060	(71,350)	(63,237)	(134,587)	110	114	112
May	152,570	126,875	210,979	204,998	(58,409)	(78,123)	(136,532)	124	108	116
June	223,532	214,832	224,341	223,148	(809)	(8,316)	(9,125)	218	202	210
July	284,858	280,760	227,886	244,315	56,972	36,445	93,417	303	284	293
Aug.	258,625	225,327	237,241	220,759	21,384	4,568	25,952	245	239	242
Sept.	138,571	134,470	208,533	221,207	(69,962)	(86,737)	(156,699)	143	129	136
Oct.	143,929	131,114	228,586	213,626	(84,657)	(82,512)	(167,169)	117	118	117
Nov.	122,300	157,001	222,870	224,964	(100,570)	(67,963)	(168,533)	114	136	125
Dec.	161,075	178,205	229,794	232,202	(68,719)	(53,997)	(122,716)	218	192	205
TOTAL	\$1,992,814	\$1,940,662	\$2,648,379	\$2,627,148	(\$655,565)	(\$686,486)	(\$1,342,051)	159	153	156

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

"THE NATIONAL LIMITED"

OPERATIONAL RESULTS AND RIDERSHIP

Kansas City - New York/Washington (Train #30/530)
New York/Washington - Kansas City (Train #51/531)

1973	Revenue		Operating Expenses ^{1/}		Profit (Deficit)		Average number of passengers ^{2/}		
	#30/530	#31/531	#30/530	#31/531	#30/530	#31/531	#30/530	#31/531 Combined	
Jan.	\$ 128,715	\$ 161,610	\$ 403,353	\$ 390,260	\$ (274,638)	\$ (228,650)	42	65	53
Feb.	76,446	92,926	321,867	322,826	(245,421)	(229,900)	35	50	42
March	116,733	132,523	390,765	389,082	(274,032)	(256,559)	40	51	45
April	144,639	173,695	375,335	370,863	(230,696)	(197,168)	52	67	60
May	143,459	147,339	406,143	400,121	(262,684)	(252,782)	54	63	58
June	200,773	212,414	398,255	390,496	(197,482)	(178,082)	79	89	84
July	344,534	342,047	294,673	299,787	49,861	42,260	137	141	139
Aug.	322,448	318,509	313,558	315,103	8,890	3,406	151	145	148
Sept.	208,341	207,958	272,841	283,960	(64,500)	(76,002)	90	97	94
Oct.	185,216	202,886	297,598	304,441	(112,382)	(101,555)	75	95	85
Nov.	170,442	238,538	305,082	315,929	(134,640)	(77,391)	78	102	90
Dec.	298,624	324,226	347,925	347,210	(49,301)	(22,984)	166	152	159
TOTAL	\$2,340,370	\$2,554,671	\$4,127,395	\$4,130,078	(\$1,787,025)	(\$1,575,407)	80	94	87
						(\$3,362,432)			

^{1/} Does not include costs related to use of stations and terminals as they are not distributed by train. These costs average in excess of 10 percent of the listed operating expenses.

^{2/} Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

APPENDIX 1 - Table 4

OPERATIONAL RESULTS AND RIDERSHIP

"THE BROADWAY LIMITED"

Chicago - New York/Washington (Train #40/540)
New York/Washington - Chicago (Train #41/541)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers ^{1/}					
	#40/540	#41/541	#40/540	#41/541	#40/540	#41/541	Combined	#40	#41	Combined		
Jan.	\$ 299,050	\$ 325,127	\$ 508,780	\$ 513,103	\$ (209,730)	\$ (187,976)	\$ (397,706)	153	24	147	29	131
Feb.	279,776	319,328	427,112	423,222	(147,336)	(103,894)	(251,230)	114	18	108	23	97
March	204,383	230,249	520,444	528,286	(316,061)	(298,037)	(614,098)	124	25	115	27	108
April	299,176	294,431	480,187	482,598	(181,011)	(188,167)	(369,178)	173	33	162	35	147
May	279,628	274,324	545,087	546,833	(265,459)	(272,509)	(537,968)	155	26	149	24	132
June	413,032	420,624	530,589	530,396	(117,557)	(109,772)	(227,329)	256	40	245	42	216
July	467,013	566,884	427,272	397,392	39,741	169,492	209,233	297	249	285	252	285
Aug.	448,024	528,986	446,087	441,942	1,937	87,044	88,981	284	290	282	249	281
Sept.	344,710	352,765	406,627	388,872	(61,917)	(36,107)	(98,024)	185	363	190	156	198
Oct.	266,841	329,626	453,944	424,464	(187,103)	(94,838)	(281,941)	147	149	158	198	154
Nov.	300,306	299,637	420,866	398,271	(120,560)	(98,634)	(219,194)	NA	156	NA	152	154
Dec.	378,601	386,039	407,520	393,930	(28,919)	(7,891)	(36,810)	NA	204	NA	207	206
TOTAL	\$3,980,540	\$4,328,020	\$5,574,515	\$5,469,309	(\$1,593,975)	(\$1,141,289)	(\$2,735,264)	^{2/} 189	^{2/} 131	^{2/} 184	^{2/} 116	^{2/} 176

^{1/} Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

^{2/} Average for 10 months.

OPERATIONAL RESULTS AND RIDERSHIP

"THE FLORIDIAN"

Chicago - Miami (Train #52)
Miami - Chicago (Train #53)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/		
	#52	#53	#52	#53	#52	#53	#52	#53 Combined	
Jan.	\$ 295,497	\$ 282,403	\$ 343,145	\$ 329,426	\$ (47,648)	\$ (47,023)	77	68	70
Feb.	192,111	159,494	334,885	323,121	(142,774)	(163,627)	64	56	57
March	165,207	181,622	353,727	357,948	(188,520)	(176,326)	59	68	61
April	184,048	189,452	335,376	337,407	(151,328)	(147,955)	83	90	80
May	136,486	138,447	327,681	319,642	(191,195)	(181,195)	48	49	48
June	209,386	215,267	331,540	318,920	(122,154)	(103,653)	83	89	86
July	227,008	253,905	349,697	284,763	(122,689)	(30,858)	89	111	100
Aug.	170,000	181,544	317,713	264,020	(147,713)	(82,476)	88	106	97
Sept.	135,962	103,791	297,452	242,881	(161,490)	(139,090)	63	52	57
Oct.	92,987	83,189	348,280	282,494	(255,293)	(199,305)	50	47	48
Nov.	168,597	133,297	342,070	271,548	(173,473)	(138,251)	59	55	57
Dec.	315,716	268,034	367,808	288,934	(52,092)	(20,900)	99	93	96
TOTAL	\$2,293,005	\$2,190,445	\$4,049,374	\$3,621,104	(\$1,756,369)	(\$1,430,659)	72	74	71

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

APPENDIX 1 - Table 6

OPERATIONAL RESULTS AND RIDERSHIP

"THE COAST DAYLIGHT/STARLIGHT"

Seattle - San Diego (Train #11/12)
 San Diego - Seattle (Train #13/14)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/	
	#11/12	#13/14	#11/12	#13/14	#11/12	#13/14	#11/12	#13/14 Combined
Jan.	\$ 192,011	\$ 193,722	\$ 296,681	\$ 298,595	\$ (104,670)	\$ (104,873)	184	179 140
Feb.	170,852	157,587	256,714	251,965	(85,862)	(94,378)	195	173 143
March	200,336	178,916	261,333	251,956	(60,997)	(73,040)	205	203 152
April	202,181	207,898	274,193	267,632	(72,012)	(59,734)	207	241 172
May	204,435	221,762	277,924	275,742	(73,489)	(53,980)	192	213 152
June	374,940	384,769	342,936	341,262	32,004	43,507	239	219 210
July	452,454	515,107	353,227	359,430	99,227	155,677	268	263 266
Aug.	476,117	538,821	338,155	335,591	137,962	203,230	298	291 295
Sept.	331,699	315,809	327,540	323,165	4,159	(7,356)	180	169 175
Oct.	294,765	321,765	321,176	320,532	(26,411)	1,233	169	166 168
Nov.	322,850	319,531	373,827	322,932	(50,977)	(3,401)	208	219 214
Dec.	386,996	356,124	353,332	356,013	33,664	111	250	243 247
TOTAL	\$3,609,636	\$3,711,811	\$3,777,038	\$3,704,815	(\$167,402)	\$ 6,996	216	215 195

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

OPERATIONAL RESULTS AND RIDERSHIP

"THE PANAMA LIMITED"

New Orleans - Chicago (Train #58)
Chicago - New Orleans (Train #59)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers ^{1/}		
	#58	#59	#58	#59	#58	#59	#58	#59 Combined	
Jan.	\$ 116,205	\$ 171,764	\$ 198,573	\$ 216,257	\$ (82,368)	\$ (44,493)	69	120	95
Feb.	101,419	131,461	196,362	198,320	(94,943)	(66,859)	72	102	87
March	123,880	128,278	227,327	238,449	(103,447)	(110,171)	49	72	60
April	139,606	145,226	198,517	209,097	(58,911)	(63,871)	91	119	105
May	126,036	161,930	209,949	220,779	(83,913)	(58,849)	103	104	104
June	193,704	192,246	192,215	194,960	1,489	(2,714)	142	147	144
July	222,916	259,858	210,159	218,461	12,757	41,397	203	222	213
Aug.	214,514	236,870	209,901	222,931	4,613	13,939	195	211	203
Sept.	125,630	161,088	251,301	242,938	(125,671)	(81,850)	111	121	116
Oct.	110,382	169,883	219,181	221,986	(108,799)	(52,103)	87	138	113
Nov.	134,686	192,000	204,884	191,673	(70,198)	327	119	170	144
Dec.	192,209	211,946	186,026	191,261	6,183	20,685	184	208	196
TOTAL	\$1,801,187	\$2,162,550	\$2,504,395	\$2,567,112	(\$703,208)	(\$404,562)	119	145	132

^{1/} Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

OPERATIONAL RESULTS AND RIDERSHIP

"THE SUPER CHIEF"

Chicago - Los Angeles (Train #3)
Los Angeles - Chicago (Train #4)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/		
	#3	#4	#3	#4	#3	#4	#3	#4 Combined	
Jan.	\$ 616,548	\$ 540,801	\$ 863,363	\$ 856,435	\$ (246,815)	\$ (315,634)	178	169	174
Feb.	422,989	450,810	652,806	647,606	(229,817)	(196,796)	138	146	142
March	490,360	592,793	681,592	701,334	(191,232)	(108,541)	133	170	151
April	503,552	606,230	658,377	672,865	(154,825)	(66,635)	150	185	167
May	495,431	611,530	741,639	748,870	(246,208)	(137,340)	150	186	168
June	863,114	827,756	696,574	680,544	166,540	147,212	307	303	305
July	1,038,225	1,179,381	785,771	768,162	252,454	411,219	321	376	348
Aug.	998,349	1,060,938	571,888	573,064	426,461	487,874	359	364	362
Sept.	656,922	641,710	652,109	656,786	4,813	(15,076)	178	172	175
Oct.	557,783	596,548	669,355	674,409	(111,572)	(77,861)	133	184	158
Nov.	580,782	557,451	493,944	495,981	86,838	61,470	189	178	183
Dec.	780,920	717,646	783,344	797,606	(2,424)	(79,960)	260	252	256
TOTAL	\$8,004,975	\$8,383,594	\$8,250,762	\$8,273,662	(\$245,787)	\$109,932	208	224	216

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

OPERATIONAL RESULTS AND RIDERSHIP

"THE EMPIRE BUILDER"

Chicago - Seattle (Train #7)
Seattle - Chicago (Train #8)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/	
	#7	#8	#7	#8	#7	#8	#7	#8
Jan.	\$ 445,065	\$ 454,617	\$ 679,358	\$ 644,454	\$ (234,293)	\$ (189,837)	101	106
Feb.	262,928	268,901	604,913	588,953	(341,985)	(320,052)	82	83
March	285,273	318,571	633,041	609,657	(347,768)	(291,086)	86	100
April	320,436	330,196	586,948	569,990	(266,512)	(239,794)	91	101
May	305,895	330,536	658,643	631,255	(352,748)	(300,719)	94	103
June	715,149	635,733	618,532	596,747	96,617	38,986	224	218
July	1,009,331	957,240	570,741	553,037	438,590	404,203	325	275
Aug.	898,329	944,392	546,014	525,613	352,315	418,779	176	192
Sept.	551,111	590,591	487,375	466,390	63,736	124,201	94	101
Oct.	481,559	506,023	499,961	477,852	(18,402)	28,171	134	143
Nov.	354,678	363,408	482,385	460,650	(127,707)	(97,242)	152	167
Dec.	471,908	503,275	522,651	496,151	(50,743)	7,124	216	257
TOTAL	\$6,101,662	\$6,203,483	\$6,890,562	\$6,620,749	(\$788,900)	(\$417,266)	148	154
							216	237

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

OPERATIONAL RESULTS AND RIDERSHIP

"THE NORTH COAST HIAWATHA"

Chicago - Seattle (Train #9)
 Seattle - Chicago (Train #10)

1973	Revenue		Operating Expenses		Profit (Deficit)		Average number of passengers 1/		
	#9	#10	#9	#10	#9	#10	#9	Combined	
Jan.	\$ 143,701	\$ 116,989	\$ 289,261	\$ 267,573	\$ (145,560)	\$ (150,584)	90	78	84
Feb.	102,556	88,364	248,680	235,226	(146,124)	(146,862)	75	64	70
March	107,957	97,613	263,961	254,640	(156,004)	(157,027)	73	63	68
April	124,550	107,610	255,132	228,261	(130,582)	(120,651)	85	76	82
May	131,570	107,890	263,288	255,210	(131,718)	(147,320)	84	66	75
June	261,957	198,824	259,199	250,910	2,758	(52,086)	158	118	138
July	339,802	272,878	267,074	249,879	72,728	22,999	178	161	169
Aug.	338,022	300,632	240,418	234,123	97,604	66,509	140	112	125
Sept.	202,504	169,227	216,105	195,134	(13,601)	(25,907)	293	80	188
Oct.	153,392	158,423	231,734	215,513	(78,342)	(57,090)	92	89	90
Nov.	162,577	166,306	221,446	217,933	(58,869)	(51,627)	115	91	102
Dec.	236,149	229,398	250,407	231,730	(14,258)	(2,332)	182	189	185
TOTAL	\$2,304,737	\$2,014,154	\$3,006,705	\$2,836,132	(\$701,968)	(\$821,978)	130	99	115

1/ Number of passenger miles divided by number of train miles. Thus, represents the number of passengers traveling the entire route, i.e., the number of passengers on board at all times.

APPENDIX 2

[From the *Washington Star-News*, Mar. 24, 1974]

AMTRAK'S RIDERS PROVE TOUGH BREED

(By Stephen M. Aug)

"Look, I've had about 40 martinis," said the graying woman from Connecticut as she sidled up to me at the bar on Amtrak's San Francisco Zephyr, "but I understand you're going to write something about this."

"All I want to ask you is please, please, don't write anything bad about Amtrak. Up 'til now the trip's been great—absolutely great. This is the first thing that's gone wrong."

The thing that had gone wrong was the dining car. Somewhere in Utah or Wyoming the diner's brakes had begun to fail. As a result, the Zephyr's 255 passengers—including 169 waiting to board the train as it arrived in Denver at 6 p.m., two hours late—had to watch hungrily as the diner was unhooked there before dinner.

The episode was accompanied by a confusion that I would see often in the three days and three nights my family traveled from San Francisco to Washington—on the Zephyr between Oakland, Calif., and Chicago, and on the Broadway Limited from Chicago to Washington.

Two facts quickly became clear during that trip: First, Amtrak's promotional campaign combined with an energy shortage have brought the crowd back. Second, in its push to give train travel a new image, Amtrak has spent considerable sums on refurbishing the antiquated equipment it inherited from the railroads. The refurbishing has been largely cosmetic, however—a paint job here, an interior remodeling there, and a general cleanup. Largely ignored have been the working parts.

Our sleeping car was spotless and had newly recovered seats, for example; but the foldout wash basin folded out right onto the floor. The heating system, almost totally inoperative when we boarded, was later patched up to the point where the porter had to adjust it every couple of hours, or it would get too hot or too cold.

There was a pleasant looking Amtrak-refurbished lounge car with a glass-enclosed dome its full length. Passengers could sit upstairs to get a better view of the scenery. When it rained, though, the roof leaked on nearly every seat and on the bartender.

The mechanical problems weren't confined to the passenger cars. The engineers in an Amtrak-owned diesel engine complained its brakes weren't working properly (the train took two miles to stop after hitting a cow). During a snowstorm in western Nebraska an air hose unaccountably broke on the diesel engine and knocked out a coupling pin, parting two units of the three-unit locomotive.

Our train trip cross country—for myself, my wife, Harriet, and our two children, Jeffrey, nearly 4, and Suzanne, almost 2—began with a ride on an Amtrak bus from San Francisco to Oakland, Calif.

Oakland station is an inauspicious place from which to start a journey of 3,000 miles. Outside it looks like a minor war hero's memorial that has fallen into disrepair.

Inside it's smoky and dirty. Some of the windows are painted over, and the paint on the walls is peeling, except for the huge gilt-and-green sunset emblem of the Southern Pacific Railroad. SP once ran passenger trains into the station before it sold its fleet of over-age passenger cars to Amtrak.

On this day—Saturday, March 9—the station and platform were jammed. There were lines 15 to 20 deep at the ticket windows. There were even a few people clustered around a rundown snack stand and souvenir counter. A half dozen others played pinball machines in a corner “recreation room.”

There's a different type of passenger riding trains these days, we found. Five years ago, most passengers were railroad buffs, railroad workers with free passes, and retired people who could afford the time.

Today there are families—three and four children, sometimes. Young people with knapsacks, long-hair and jeans, and neatly trimmed middle-aged businessmen wearing suits and ties. It is the same cross-section of America that traveled by train when there were no airplanes.

Many of those travelers were on the train because of gasoline shortages and high gas prices. One middle-aged man en route to Reno pointed out that the 240-mile trip takes about four and a half hours by car, but six and a half by train. The gas stations were closed Sundays, however, and it would be risky to try to make it from Reno to San Francisco on one tank of gas.

Some were probably on board to see the scenery. In 3,000 miles we saw lots: The rugged Sierra Nevada mountains east of Sacramento that quickly dropped off from pine forests and rocky cliffs into the scrubby semiarid Nevada countryside. The Great Salt Lake, and Wyoming, where huge rock buttes soar from the prairie—then the Great Plains of eastern Colorado, Nebraska and Iowa.

From Chicago, we traveled through heavily industrialized northern Indiana, into flat farmland and Pennsylvania's mountains, culminating in daybreak along the Susquehanna River Valley between Harrisburg, Pa., and Perryville, Md.

(Amtrak publishes a guide booklet with map so passengers on western trains can read about the scenery they're passing. Unfortunately, Amtrak doesn't make the booklets available on the train.)

Passengers like the woman at the bar believe traveling by train is more relaxing than by plane and more comfortable than by bus, and are tolerant of inconveniences.

There's more room to move around on a train and station stops provide an opportunity for fresh air and leg-stretching.

The view from train dining cars is more interesting than cloud formations—breakfast in the mountains, lunch on the plains, and dinner gliding by a row of fiery steel furnaces in northern Indiana at night. And in the lounge car strangers suddenly become friends.

Our children seemed to enjoy the trip. Our son loved peering down at us from his upper bunk. Both he and our daughter were rocked gently to sleep each night.

Nevertheless, one conclusion that emerged from the trip is that Amtrak is woefully unprepared to meet the surge of rail travel that has developed through its own promotion and an energy shortage that promises to last for years.

The decrepit equipment translates into delays—and Amtrak's poor ontime performance is the result. Southern Pacific, which runs the Zephyr between Oakland, Calif., and Ogden, Utah, provided *The Star-News* with a copy of its report to Amtrak on why the Zephyr was two hours and 15 minutes late at Ogden, the day I rode it.

The first 26-minute delay was due to lateness of the Seattle-Los Angeles Coast Starlight, which uses the same track as the Zephyr at Oakland.

Another 23 minutes were spent switching in and out an additional locomotive unit to take the train over the mountains—a result of a shortage of power units.

There was another 28-minute delay 323 miles east of Oakland in Nevada when a hot-box detector was actuated. These detectors indicate overheated bearings which could cause derailments. In this case, however, the detector was activated because of a steam leak.

The Zephyr also stopped for a half hour in a canyon east of the mountains while crew members walked ahead to check for rock slides. About half an hour's delay was blamed on SP's poor track, and the train was stopped for seven minutes after a passenger pulled an emergency cord unnecessarily.

Southern Pacific's report—which explains many unscheduled and sometimes lengthy stops—recalled my initial reaction when the train left Oakland 26 minutes late: We'd never make up the lost time. I feared we might even miss our connection in Chicago despite a scheduled six-hour layover. (One Zephyr was caught in a mountain storm this winter which, combined with circuitous routing to get around some derailments, resulted in its arriving in Chicago two days late.)

Nevertheless, Amtrak has tried to lure passengers back by giving train travel a new image. Even in its unofficial name—Amtrak—the National Railroad Passenger Corp., chartered by Congress to save passenger service, has avoided using the name "railroad."

Conductors generally wear flashier uniforms—a dark blue trimmed in red is the most common—instead of the old black suit with brass buttons and vest. Some trains have a stewardess who gives out coloring books and crayons to children and "Tracks Are Back" pins to everyone. What's more, the passengers are wearing them.

Amtrak appears to be trying hard in what amounts to a disorganized, if well meaning, way. Amtrak employees—many of whom are former employes of the private railroads—seem determined to please.

The dining car incident is an example. Passengers heard rumors that the car was to be taken off; then it was decided it could be repaired while the Zephyr waited, but when it was discovered how much the brakes had deteriorated the car was disconnected.

The thought of a 1,000-mile 15-hour journey without food was so infuriating that I called Amtrak president Roger Lewis at his home from Denver.

"I can certainly say it isn't a common occurrence," said Lewis (who already had had his dinner). "As you know we've got a huge demand here. We've got equipment problems, and once in a while the equipment breaks down." Aside from the Metroliners and a couple of gas turbine trains, Amtrak doesn't have a passenger car built after 1956, he pointed out.

The dining car crew, which had not been alerted to the situation, had about 15 minutes to remove what food it could at Denver for

the passengers: A big canned ham, loaves of American cheese, a cold roast beef, a rolled turkey and every loaf of bread available.

The crew, several porters and a stewardess sat for three hours in the lounge car making sandwiches, which were distributed free to the riders.

During the night, Amtrak made further efforts to compensate; someplace in Nebraska sweet rolls, cold drinks and more bread were put aboard for breakfast (though with the dining car gone there was nothing to put on the bread).

And, with the Zephyr running four hours late, the following day, Monday, several hundred ham sandwiches were delivered at Galesburg, Ill., for a free lunch.

Aside from the dining car problem, the leaky lounge car, the poorly ventilated sleeping car with the fall-out sink, there were other irritants. The temperature in one of the coaches soared to about 90 degrees, and a railroad electrician said it couldn't be properly fixed since the heating system used a valve no longer manufactured.

All was not well in Amtrak's recently painted diesel engine either. On the way from Cheyenne to Greeley, Colo. on Sunday I rode in the engine cab with engineer H. "Dan" Daniel, a 32-year veteran railroader.

Daniel has to put up with a lot that the airplane pilots don't moving people from one place to another. There were the cows on the tracks and the bad brakes, and the dirty, poorly maintained engine itself.

The Zephyr killed a cow after Daniel blew the diesel air horn to scare half a dozen animals away from the tracks where they'd been grazing.

About the fact it took the train two miles to stop after the accident, Daniel said; "Even with the slight downhill grade it shouldn't take over a mile and a half." An official of another railroad said a four-unit diesel with an 11-car train (about the size of the Zephyr) ought to be able to stop in half a mile, or a mile at the most.

Once the train was inspected and found undamaged by the accident a radio report was made to the Amtrak dispatcher in Denver. No immediate attempt was made to clear the body off the tracks.

Everywhere on board people were talking about trains. Most had at least one horror story about railroad travel, usually told with indulgence because of the speaker's fondness for trains.

Consider the Frank Hansons and the Don Wallaces of Madison, Ind. They had made reservations on the eastbound Zephyr from Denver to Chicago in January for a trip in March. Yet, when the Zephyr showed up and they boarded they found their bedrooms already occupied; Amtrak had sold four bedrooms twice.

"If ever I was sure of anything it was that we were going to walk right onto this train and get our rooms," said Wallace, a newspaper publisher.

"But they did everything in the world to help us," said Hanson. "They offered to fly us out." The two couples finally settled for a night at Denver's Brown Palace Hotel—paid for by Amtrak.

For 30 years, Hanson said, the public had been ignoring train travel. Now people were coming back to the trains in large numbers and expecting too much from Amtrak which, after all, had been in business less than three years.

And business is booming. Despite hastily expanded reservation service—and nationwide toll-free telephone numbers to call—a prospective passenger may wait hours before getting an answer.

And the lines at railroad stations are longer. It took 38 minutes at Union Station to get my tickets—10 minutes waiting my turn, and 28 minutes for the clerk to write the tickets, confirm the reservations (western train reservations won't be computerized until next month) and fill in the charge account form.

(At that, we were charged the wrong fare. We had two bedrooms with the wall between them removed. Instead of \$148.90 for a bedroom suite we were charged \$161.20, the rate for two separate bedrooms. On the other hand, Amtrak requires a minimum of one and a half fares for each bedroom. The clerk charged us only one fare each, this short-changing Amtrak by \$178.)

To some veteran travelers, Amtrak hasn't made many improvements. Mrs. Percy W. Langtry, a slight, grey-haired widow from Evanston, Ill., was not as tolerant as the Hansons and Wallaces.

"Well, the bathroom door won't stay closed," she reported, "and the bedroom door won't stay open. And the mattress—it felt like lying on wire coathangers . . . I really can't complain about Amtrak, except that the whole thing is deteriorating."

Mrs. Langtry, who was traveling from Oakland to Charleston, S.C., to visit her children, was to have taken a 2 p.m. train from Chicago to Washington (rather than the Broadway), but because the Zephyr was three hours and 45 minutes late she missed her connection by half an hour.

(Amtrak usually will hold a train one minute for every passenger who is arriving late on a connecting train. If there were 30 passengers making the same connection, Mrs. Langtry should have made it. But there were only six.)

Even on the Broadway Limited—once one of the fanciest trains in the world and the first Amtrak has completely refurbished—there were minor malfunctions, like a fan in our sleeping room that didn't work.

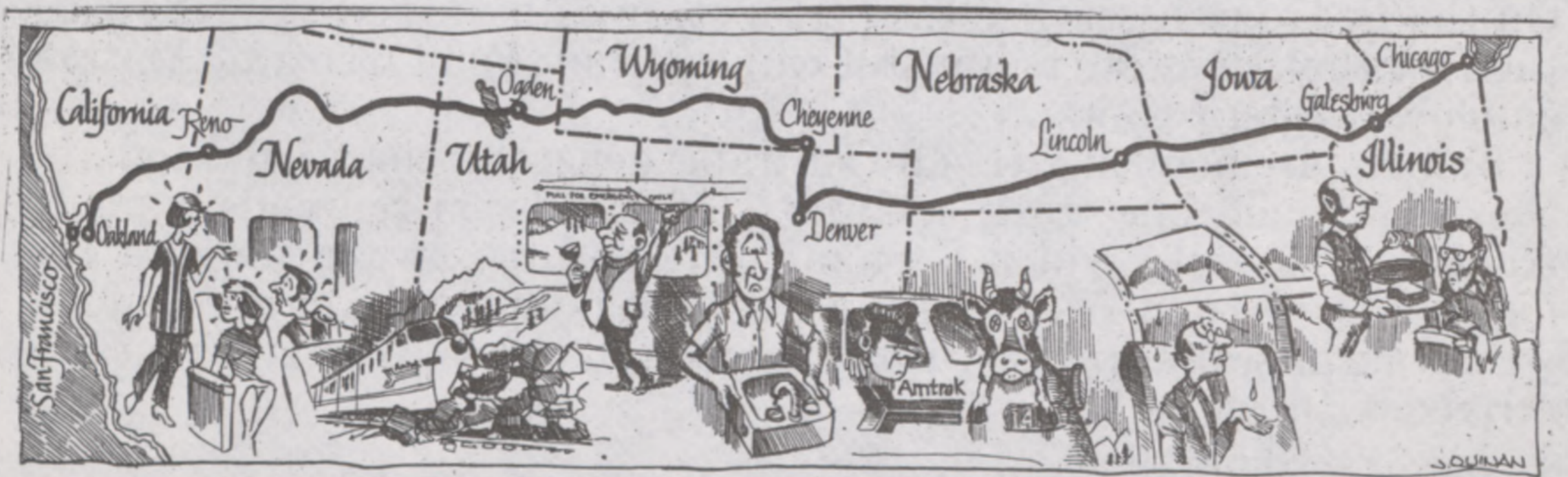
Moreover, service on the Broadway isn't as pleasant as it is on the Zephyr, whose waiters greeted passengers with smiles at mealtime. On the Broadway, service was perfunctory at best, perhaps reflecting the fact that the waiters are still employed by Penn Central. Amtrak employs western crews.

But despite bouncing (Penn Central is generally considered to have the worst main line track conditions of the dozen railroads running trains for Amtrak) which kept my wife and me awake most of the night, we arrived in Washington a full three minutes ahead of schedule.

And surprise of surprises: Two bags we had checked in San Francisco arrived with us.



Amtrak's San Francisco Zephyr twists its way through the High Sierras.



[From the *Chicago Tribune*, Feb. 9, 1974]

(By Will Leonard)

Anyone who yearns to read one of those articles complaining about Amtrak can turn to another column. The trip here on the Broadway Limited was a comfortable delight, with sound sleep, friendly service, good food, and pleasant company in the dining car.

Back in Chicago it took all of 60 seconds to get our tickets at the Amtrak office on Michigan Avenue. The young lady punched a computer a few times, accepted a credit card, and we were out on the sidewalk almost before we knew what had happened.

Strangers across the table from one another in the diner always seem to fall into conversation. Ours was especially warm, for it was with a young mother and her little daughter, the latter enjoying her first train trip and somewhat wide-eyed about it all.

About the best thing you can do in Philadelphia on a cold gray morning in February is to have breakfast in a dining car as you roll thru the town, taking note that Connie Mack Stadium still is standing altho the ball club moved across town several years ago.

We suffered one little pang, crossing the Delaware about where George Washington stood in the row boat while crossing the river one Yuletide. There used to be a long sign along the flank of a nearby bridge, reading: "Trenton makes, the world takes." It is gone, and we sort of missed the corny thing.

And the Broadway Limited pulled into the Pennsylvania Station at 10 a.m. sharp—right on time.

What a way to go!

A WARM RAIL TRIP OVER FROZEN PLAINS

(By Bob Wiedrich)

FARGO, N.Dak., Jan. 5—"Aboard the Empire Builder." The boss has sent us on a perilous journey across the Great Plains in search of the hostile weather and adversity that have plagued Amtrak in these last few awful winter days.

We have found both. It is colder than the dickens outside. It is adverse as hell.

But, sorry, boss, the train hasn't broken down yet. And in exchange whatever discomfort there might be, we have found a wealth of warm and wonderful people nobody hears about except when things go wrong—the folks who still elect to ride trains.

Take our newfound girl friend we met soon after she boarded at Milwaukee, 85 miles and one hour and 40 minutes after leaving Chicago's Union Station.

She's a little cherub, about 2 years old, with rosy cheeks that make her look like the Campbell Soup kid, blonde, with sparkling blue eyes, and as cute as a button.

We don't know her name. We probably never will. She doesn't talk anything but gibberish. But, oh boy, can she communicate with those saucy eyes.

Then there is the other extreme. The elderly lady with the knitting needles and the look of a Currier and Ives print. And in between, the middle-aged couple playing a mean game of gin rummy in the bar car while their bored children fiddle with coloring books and torment one another.

Right now, as we write this, our little blonde friend is fast asleep in her mother's arms. And we're holding our own as the Empire Builder plunges into the frigid night of the northern Great Plains and rolls on its way 2,289 miles to Seattle, just as it does every day each way from Chicago to the Pacific Northwest across some of the coldest terrain in the United States.

From the Windy City to Minneapolis, across North Dakota and Montana, skirting the Canadian border, which is sometimes as close as 30 miles, the Empire Builder makes its way to Seattle, threading its way thru towns like Devils Lake, N.D., Shelby, and Cut Back, Mont., on to Idaho, and finally the State of Washington.

It's way below zero most of the way. But it is snug and warm inside—if anything, too warm. And the Burlington Northern rails are smooth.

Again, sorry, boss. What happened to all those passengers aboard all the frozen Amtrak trains a couple of days ago hasn't happened here. Like everybody else, Amtrak has its good days and bad days.

The domestic wine was excellent and the steak superb in Steward Earl Bond's diner, and the Empire Builder rolled into Minneapolis at 10:15 p.m., only five minutes late.

The temperature was a nippy zero. And a host of new faces—college kids headed back to school and other folks just traveling—boarded to give the Empire Builder a contented look.

Sorry, boss. The marinated mushrooms as an appetizer were delicious. And the berth sleeping car porter Milton Phillips made up for us is sheer delight, crisp linen and firm.

Now, we'll grant you boss, riding this thing is no picnic. There are only red and blue fresh carnations on the dining-room table. And lounge car attendant James Arnold served only the finest imported French brandy, with toasted almonds, just like the airlines do.

And the people aboard the Empire Builder must be some kind of freaks. They spontaneously say hello. And they smile. And strike up conversations with strangers. And tell you about their kids. And their troubles. And their joys. And how nice it is to meet you.

Naturally, you're taken aback, especially when S. E. Mundy, the Amtrak service director aboard the Empire Builder, reports that the energy crisis could prove a bonanza for Amtrak, and he's counting on the personnel to make it come true.

Mundy, who hails from Mount Carmel, Ill., has been railroading 27 years, and says things are looking up, that ridership has increased in the post-holiday rush period over a year ago, and that if people will only give Amtrak time some of its new ideas will take hold.

Well, we don't know about that. But we do know that there are 300 passengers aboard this 11-car train now, sharing this "hazardous" journey along the same path followed by the western pioneers of a century ago.

It's 4 a.m. here in Fargo, N.D., as we dump this column in the hands of another kind soul we've met along the way. The temperature is 10 below zero.

The train pulls out in a few minutes, and I hope he'll speed this tale, a rough-hewn saga, along its way.

The night is cold and clear. The air crisp. The stars like none we have ever witnessed back home. There's a warm berth awaiting us in our sleeping car, the Silver Isle, behind those frost-covered flanks of corrugated aluminum.

There's also a small flask of brandy with which to encourage sweet dreams.

Sorry about this, boss. We're enjoying it.

[From the *New York Times*, Jan. 29, 1974]

C-PLUS FOR 13 HOURS ON AMTRAK

(By Tom Wicker)

It is a sound if sometimes trying rule for newspaper evangelists to practice what they preach. Therefore, as one who frequently urges the revival of train travel, on Jan. 27 I boarded Amtrak's Silver Star at Hamlet, N.C., for a return trip to New York City. Here is a report on this pioneering experience:

Ticketing and reservations: Lousy. In New York, at least, Amtrak's lines seem perpetually busy, and when a caller finally gets through, it is usually to a recording that urges patience and fortitude. Then, in the case under study, the call was disconnected anyway. Several other tries finally produced a live ticket agent at the other end of the line, together with adequate schedule information and a reservation. Tickets were supposed to be billed to a credit card and mailed, under an "urgent" designation. Four days later, no tickets having arrived, another call elicited the information that the tickets would have to be picked up. Ultimately, they were. Right after that, a duplicate set arrived in the mail.

Stations: Interesting. The magnificent old mansard-roofed station at Hamlet, a relic out of my boyhood, is a far cry from the beehive of activity it used to be. It's still adequate for the purpose and a new coat of paint is making it more presentable; as at many other Amtrak stops, the past is being rather nicely preserved for present uses. Station personnel were courteous and helpful but there were no auxiliary services—food, newspapers, bookstands—available early on a Sunday morning. Penn Station in New York, recently rebuilt, rivals most airports in convenience, except for its sketchy information services.

On-time performance: Not bad. The Silver Star (Train No. 82) rolled into Hamlet almost precisely on time at 7:35 A.M., which spoke well for a long overnight journey that had started in Miami at 3 P.M. the day before. But the train stayed in Hamlet for a halfhour, ran consistently about twenty minutes behind schedule on the rest of the trip north, sat in Washington's Union Station for an hour, and finally pulled into Penn Station at 8:25 P.M., fifteen minutes late. On many an air trip I've done worse, and at least there was no circling about in one of those endless and sometimes scary "holding patterns."

Equipment: Mediocre. The cars seemed relatively modern but carpeting and upholstery were worn and dingy. The club car was overheated. So was Bedroom D, Car 8230, which offered no way to turn down the heat. This bedroom was not very different from those

familiar to travelers during World War II and before; with its own bathroom, its privacy and a small work table set up by an obliging porter, it nevertheless provided reasonably comfortable travel circumstances—decidedly superior to the middle seat in the airlines' coach class. Also available were roomettes, something borrowed from the Northern Pacific called a Slumbercoach, and what appeared to be modern reclining-seat day coaches. The latter were well filled.

Food: Good. To judge from an excellent breakfast, this may be one service in which Amtrak, with its old-fashioned dining cars, can surpass the airlines. There were two dining cars on the Silver Star, complimentary orange juice and morning coffee in the sleeping car lounge, complimentary champagne cocktails in the afternoon, bar service all day, and sandwiches were advertised as available all night.

Service: Excellent. Waiters and porters were courteous, friendly and willing. So were the conductor and the dining car steward. Passenger service agents were available and conducting games and entertainment in the lounge cars for those who wanted to participate. An "early bird dinner" was advertised for those who wanted to eat between four and six P.M., and pillows were provided to coach passengers. The Silver Star did not have a movie, but its companion—and somewhat more luxurious—train on the New York-to-Florida run, the Silver Meteor, offers a feature film as well as something called "mini-flicks."

Roadbed: Varied. Riding comfort and quiet suggested that the road bed was mostly excellent between Hamlet and Washington; some substantial speeds were obtained on the longer runs, without sacrifice of comfort. From Washington to New York, as Metroliner passengers know, particularly between Washington and Baltimore, it's best to stay seated and hang on to something when you get up.

Scenery: Different. There was nothing like the magnificence of some airline vistas, of course. Still, taking the train is a good way to see the American countryside close-up; the tracks are a lot closer to woods, fields, streams and the main streets of small towns than are the interstate highways.

Over-all: C-plus. The trip consumed thirteen daytime hours, the last two or three of which seemed interminable. Had it been an overnight journey, however, it wouldn't have seemed so long; and on a trip of up to five or six hours, even the equipment now available can get you there comfortably, pleasantly and more or less on time. Given a few more years and resources, the evidence of Train No. 82 is that Amtrak ought to be able to do considerably better than that.

[From the *Wall Street Journal*, Jan. 21, 1974]

SO YOU WANT TO TAKE A SENTIMENTAL JOURNEY?

(By William Wong)

If I ever wanted to play God and create a test of man's ability to survive stress, I think I would build it around a cross-country Amtrak trip. Here's a workable blueprint, drawn from actual experience:

First, create an energy crisis that forces airlines to eliminate some flights just about the time that Christmas holiday travel peaks, and encourages travelers to ride the trains.

Next, tell passengers that a trip from, say, New York City to Oakland, Calif., takes about 68 hours, including a planned six-hour layover in Chicago.

Then order up some horrible winter weather for most of the country—lots of snow, freezing rain, below-zero temperatures, that sort of thing.

For those travelers who've booked reservations for the trip from New York to Oakland on New Year's Eve, tell them this, while they're waiting to board their train at Pennsylvania Station: Their train really is waiting for them in Philadelphia, that they'll have to get onto a regular New York-to-Philadelphia train, disembark there to catch their real train (which, it is rumored, had had some engine problems).

Once in Philadelphia, don't tell the passengers anything, but keep them waiting in the station. At 9 p.m. or so, about three hours behind schedule, announce that their train is ready for boarding. Get them into Chicago at noon on New Year's Day, close up all the station shops except for a small gift shop, a newsstand, and a snack counter, and offer passengers cold benches to sit on.

At 4 p.m., the scheduled time of departure, tell passengers that their Oakland-bound train will be indefinitely delayed. One hour later, announce the departure and make sure at least one of the coach cars in the train is about 35 years old, has cramped seating, dim lights, linoleum floors and generally gives passengers confidence that their trip will be miserable.

About four hours after leaving Chicago, have a "physical obstruction" in the Mt. Pleasant, Iowa, train depot blow off the steam line from the lead coach car, thus cutting off the heat to that car and two trailing coach cars (including the 35-year-old, which is lovingly named "Big Red" by its riders because of its red decor).

Have the passengers in the three affected coach cars gradually notice the dropping temperatures inside their cars, as the train travels through the freezing Midwestern night. Herd the sleepy passengers in the three cars into the dining car and the dome-lounge car (which barely has heat itself) and let them spend the night bunched together, shivering despite multiple layers of clothing.

Still heading westward for Denver, have the train make long stops in Ottumwa, Iowa; Omaha and Lincoln to try to repair the heating problem in the coach cars. Succeed only in restoring heat to two of the cars, not including Big Red.

Pull the train into Denver eight hours behind schedule and a full 24 hours after leaving Chicago. Just before arriving in Denver, however, inform passengers who must disembark at any of several Wyoming points—Cheyenne, Laramie, Rawlins, Rock Springs, Green River or Evanston—that they'll have to get off in Denver instead, and that they'll have to take other transportation, arranged for by Amtrak, to their destinations.

Tell ongoing passengers that the train won't go its usual route through Wyoming, but instead will take a more southerly route through Colorado, because a freight train derailment in Wyoming has clogged the tracks.

In Denver, where a large number of passengers have gotten off, allow the ongoing passengers to change cars from the ones without

much heat to the newer coach cars that have much heat. Then head westward once again, this time through the spectacular Colorado Rockies.

Suddenly, stop the train somewhere west of Denver, and let it sit there high atop the Rockies for about nine hours in the dead of night. Make the outside temperature something close to 25 degrees below zero. Let the word out that the reason for this delay is another freight train derailment, this time along the alternate route that the Oakland-bound train has taken to avoid the first derailment in Wyoming.

That problem solved, allow the train to once again head westward, arriving in Ogden, Utah, the next major stop, 25 hours behind schedule. Have it wait there for another two hours before starting up again over the Great Salt Lake.

Once again, just as suddenly as the previous night's stop, halt the train and let it sit during the night for another five hours. Explain later that the delay this time was to await the repair of a split rail ahead.

With Sparks, Nev., as the next major stop, tell Oakland-bound passengers that instead of continuing on with this train, they'll have to get off and climb onto another train in Sparks. Once there, make them wait three hours because the new train isn't ready. Make sure that passengers notice that their new train consists mainly of five coach cars, all cousins of the badly-disabled Big Red.

Finally have the train take off in the late afternoon grayness amidst rumors of a blizzard ahead in the beautiful, but treacherous Sierra Nevada. Then with passengers' nerves frazzled, tempers short, and frustration threshold crashed, treat them to the smoothest, most uncomplicated part of their odyssey and pull them into Oakland at 11:35 p.m., Friday, Jan. 4, about 32½ hours behind schedule.

To avoid mass hysteria and outright violent revolt, program in some ameliorating factors: Have on board a young personable Amtrak service director who tries his utmost to make the best of a horrible situation; give passengers free hot meals; give them an unexpected view of the awesome Colorado Rockies during the day; and bestow upon them the dubious honor of making railroad history—the 32½ hour delay is reportedly a new tardiness record for a U.S. passenger train.

The trip above is one my wife and I took over the recent Christmas holidays. It is a trip we will probably never take again, and that's a shame, because I've ridden Amtrak cross-country before and liked it.

Amtrak officials know the problems: An overloaded demand because of the energy crisis and perhaps because of nostalgia, coupled with old rundown trains. Throw in some bad winter weather and you come up with a disaster like our trip. Amtrak officials have voiced the concern that new passengers may be discouraged from giving Amtrak another try if they have a bad first experience. Their worst fears may bear fruit after the past holiday season's unprecedented record of delays, derailments, accidents and plain bad luck.

The Amtrak slogan is "Tracks Are Back." That may be so, but as one disgruntled passenger on our train said, "Yeah, but what about the trains?"

[From the *Chicago Tribune*, Jan. 6, 1974]

GLAMOR RETURNS—NEW IMAGE FOR FLORIDA TRAIN

(By Jim and Shirley Higgins)

Something new has been added on Amtrak's sunbound Floridian which changes the whole concept of train transportation and should make it the "in" way to head south from Chicago this winter.

If things like a complimentary breakfast in bed, bingo, movies with free popcorn, and fresh fruit interest you, read on. Starting in mid-December Amtrak not only put glamor back on the rails but added some bargain Florida tours.

Our trip was full of surprises, all of them pleasant. The first came when we settled down into connecting bedrooms, both immaculate. [Over \$40 million has been spent refurbishing equipment since 1972]. A smiling hostess stopped by to ask if we wanted to join a bingo game already in progress in the recreation car or maybe view a movie after dinner.

Bingo? Movies? The old Iron Horse has come a long way and new efforts to entertain passengers have succeeded. Borrowing a page from the cruise business, Amtrak has added a passenger service representative and hostesses to staff the new recreation car and additional dome coaches. Someone was playing a piano as we passed thru one lounge car enroute to join the free games.

Prizes included Amtrak garment and travel bags, fresh-up-kits, oranges, manicure sets, playing cards, and Amtrak cups. Bowls of complimentary fresh fruit sat on tables and later popcorn was offered travelers watching films.

"We want to make the trip by rail part of the vacation," said one official. Judging by the happy mood of the passengers, they definitely were succeeding.

Other pluses are complimentary blankets and pillows for coach passengers, free morning and evening newspapers, a children's hour, adult hospitality hours with champagne punch and almonds, free red-cap baggage service, and redecorated stations. There was breakfast in bed for sleeping car passengers, wakeup coffee and orange juice for those in coaches—all at no charge.

Food service, which we had found excellent and moderate-priced on two previous trips to New Orleans and Washington, D. C., was even more improved. Attractive, refurbished dining cars sparkled with clean linen, flowers, and new dishes. A chief steward, assistant maitre d', and a sizeable staff of waiters offered fast service.

Some of our typical meals were salad with roquefort dressing, cream of peanut soup and crackers, broiled grouper with parsley potatoes, Southern style lima beans with ham, homemade biscuits, peach melba and coffee for \$3.75. Others were salad, chicken gumbo soup, prime rib of beef, baked potato, and peas, \$3.95 and salad, soup, large hamburger, french fries, and vegetable \$1.50.

Our destination was Orlando, two days and a night from Chicago where we were to join an Amtrak-Florida Tradewinds tour. A bus met our train, transferring us to the Admiral Ben Bow Inn. Off the

main highway, and with orange groves and open country, it offered the kind of solitude we prefer.

Walt Disney World is just down the road and 15 minutes after leaving the Inn we were ready to board the monorail leading into the Magic Kingdom. Three nights in Orlando allow for two full days to cover the park's many attractions. Included are admissions to 16 attractions.

Altho the bus was scheduled to leave the park at 5 p.m., shuttle transportation was provided for those of us who preferred to remain until 7 p.m.

There is also the option of lounging around the pool or visiting Sea World, the \$20 million, 125 acre marine attraction which opened Dec. 15.

Next stop is Lion Country Safari at West Palm Beach, then three nights and two days in Fort Lauderdale's Sheraton. We took advantage of the free day to lounge on the beach in front of the hotel. Others were shuttled off to the destination of their choice, including an excursion to Miami Seaquarium where Hugo, a 4,000 pound killer whale entertains. Later there was a gourmet lunch at the Vizcaya Spanish and Basque Restaurant.

Even the food came as a surprise. How often do bus tours let guests order anything they want from menus? No price limitation, no set meal, with all breakfasts and dinners plus two lunches included. And food was always good.

Key West was our favorite Florida destination. Tour headquarters was the new American Sportsmen's Inn overlooking the sea close to the starting point for the Conch Tour Train.

After a seafood dinner at the Shrimp Dock, tourists board the open air sightseeing train for a 14½ mile trip past historic forts, shrimp fleets, turtle pens, into the Navy submarine base, and Truman's Little White House.

Those reefs and exotic sea life are viewed from glass bottom boats. There are unusual shops in warehouses which once held that illegal booty. You may like Key West enough to stay beyond the planned four nights and three days. You can drift fish on a charter boat all day for \$10.

How much does all this cost? Only \$269 per person double occupancy, \$257 triple occupancy, \$336 single. Which averaged out to \$27 a day per person for 10 nights' accommodations, sightseeing, admissions, excellent meals, all gratuities, and baggage handling. Departures are every Friday until June 21, 1974.

Round trip railroad fare from Chicago is \$107.50 coach, \$192.15 for a bedroom. Inquire about Amtrak's family plan with Monday thru Thursday discounts for wife and children up to 22 years of age which makes the wife's round trip fare as low as \$72, children \$36.

Amtrak also has several shorter tours plus a Rail and Sail holiday on board the Holland America Cruise's Statendam out of Fort Lauderdale. Their "Week of Wheels" is interesting, also. You have free use of a car for one week of unlimited mileage with three full round trip fares. Or pay \$21 for the car with two round trip fares, \$10.50 with 2½ fares.

How does the energy crisis affect rail travel? Vacationers will be happy to learn Amtrak's diesel locomotives and turbine-powered

trains use fuel oil much less costly and less refined than automobile gasoline. Studies show "they consume less than half as much fuel per passenger mile as a fully loaded automobile and less than 20 per cent as much fuel per passenger mile as a jet airliner."

A single railroad track can handle 40,000 passengers an hour, while one highway lane handles only about 1,200 cars an hour.



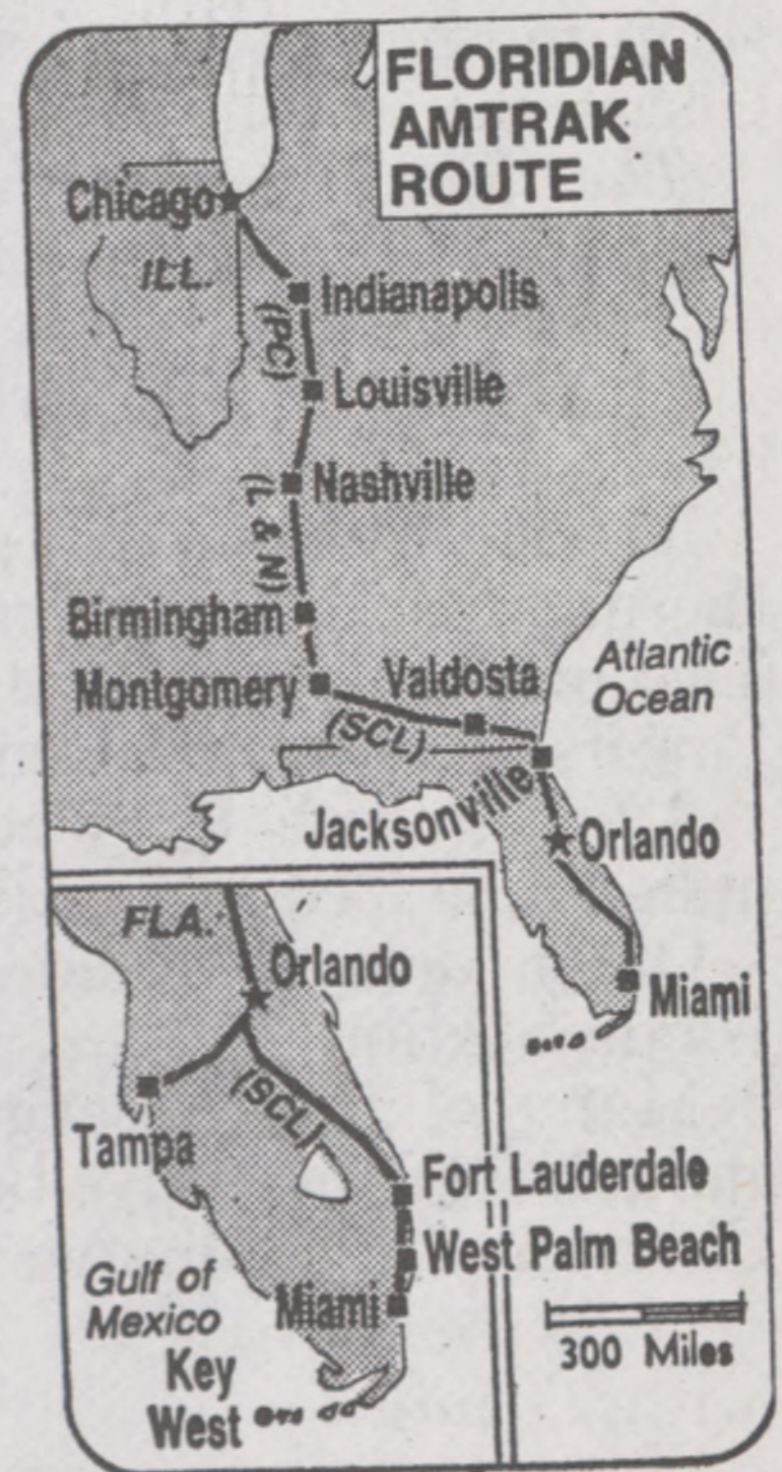
Florida News Bureau Photo

One of the highlights of Amtrak's Florida Tradewinds Tour is a ride on Key West's Conch Train. Here the little "train" rolls past a palm-edged beach on its 14½-mile tour of the key's attractions.



Amtrak Photo

The service is fast in the refurbished dining car of the Floridian, the all-reserved seat train that runs between Chicago and Miami, report Jim and Shirley Rose Higgins in accompanying article.



Tribune Map

[From the *Chicago Tribune*, Dec. 30, 1973]

LITTLE ENGINE THAT COULDN'T?

I THINK I CAN, I . . .

(By David Gilbert)

New Orleans, La., Dec. 29—Oh, woe is Amtrak.

A trip from Chicago to this Crescent City of the South on the Panama Limited proved to be a true adventure.

Whoever could have imagined that a trip to New Orleans advertised by Amtrak as "swift and comfortable" could be so demanding?

For example, here is what Amtrak says about its service to the South and what passengers on the Panama limited were saying:

From Chicago's gusto to romantic New Orleans, the Panama limited moves thru America's heartland. Gliding along a cross section of the U.S., it touches vigorous cities, rural towns, fertile farmlands, industrial areas, and historic waterways.

"I WISH my hangover was five and a half hours late, like this [bleeping] train."

This, too, is the route of American music; the beat of the Chicago sound, the country folk songs of Kentucky and Tennessee, Memphis blues, the root jazz of New Orleans, and Deep South spirituals. On the Panama Limited, you can almost hear America singing.

"The only beat I'm receiving from this train is that lousy music on the radio and the fact that the dining car ran out of food two hours ago."

Your trip is swift and comfortable. Stretch out on deep-cushioned reclining seats in the coaches. Or, luxuriate in private accommodations . . .

"I just walked thru a coach where the temperature was 92 degrees. The scene was reminiscent of Depression days. People were trying to sleep in the horrible heat and children were crying or playing with Christmas toys in the aisles."

The diner serves excellent food and there's a Dome Lounge—free to all passengers—for panoramic sightseeing. The Panama Limited gives you a smooth, carefree journey thru the great heart of America.

"I had to tip the porter \$5 every time I wanted to get a bucket of ice."

EIGHTEEN CARS pulled by two diesels hurdled and lurched thru the night and day carrying about 1,000 passengers to New Orleans. Two of the 18 cars were reserved for a private party for Judge Joseph Powers, chief of the Criminal Court.

A fire in the battery box caused about an hour's delay as the Limited pulled into Centralia, Ill.

Other delays included an hour's late departure from Chicago's Union Station.

Many of the passengers were bound for the Sugar Bowl football game New Year's Eve between the University of Notre Dame and the University of Alabama.

[From the *Washington Star-News*, Dec. 30, 1973]

GETTING ACQUAINTED WITH AMTRAK

(By Jane Morse)

Who needs America's railroads? In the current fuel crisis, you do—or may soon.

Now they're the ones who expect to be up, up and away, and without cutbacks. Because trains use less fuel per passenger over greater distances than automobiles or airlines, Amtrak, amalgamator-operator of all but a handful of the nation's interstate lines, anticipates being rewarded by access to a full energy supply.

If you haven't ridden the rails lately, stay tuned because this is by no means all the news you need to know. For instance:

As a passenger, you'll probably be late getting where you're going. Life is full of problems, and this is Amtrak's. On-time performance has been getting worse instead of better. Latest figures (for September) showed long-distance trains late 65 percent of the time and late a whopping 74 minutes on the average. Shorthaul chuggers consistently do better, and in September Metroliners on the New York-Washington run, for instance, averaged only 13 minutes behind schedule when tardy.

To help repair the damages, Amtrak representatives traveling on each train are now authorized to place calls for severely delayed passengers if there is anyone they wish advised of their late arrival. It's up to the passenger, though, to call the station for information on late departures.

Although the corporation says no legal liability for missed connections or other foul-ups attendant to tardiness, it normally comes through with interim care and feeding, hotel room, taxis and sometimes even a plane ticket.

It MAY hold a train for connecting passengers; however, all these things are decided on a case-to-case basis according to how much time, how much inconvenience and how many people are involved. The best rules for passengers? If thrown for a loss, kick. It could get you everywhere.

Then cheer up because, yes, there is good news and right on the same track: The level of comfort is improving. A little more than half of nearly 19,000 cars have been refurbished since Amtrak came into existence 2½ years ago. With bright new carpets and upholstery, everything looks and smells better, even if it doesn't always feel better.

Amtrak tacitly acknowledges continuing problems (with heating and air-conditioning in particular) and gives partial refunds for "serious discomfort" when passengers' complaints are borne out by train officials' reports.

Most trains now come with some kind of food service, long-distance trains often with two, in diners and snack cars. Dining cars dish up generous portions of familiar favorites, with main course prices ranging from \$2.75 for fried chicken platters to \$6.95 for strip steak.

However, most snack car sandwiches are cousins of cardboard, and you'd be well advised to bring your own. Hard and soft drinks but no setups are sold, and public nipping from your own bottle is discouraged. This, of course, doesn't mean bottle parties don't go on; they do, but with a lid on how loud they get. You'll also find designated smoking-no smoking areas in most cars.

Amtrak is now working on getting more comfort in its coaches. Pillows are currently available and blankets are next on the list. Washrooms generally feature paper towels and liquid soap so bring your own substitutes if you're at all tender.

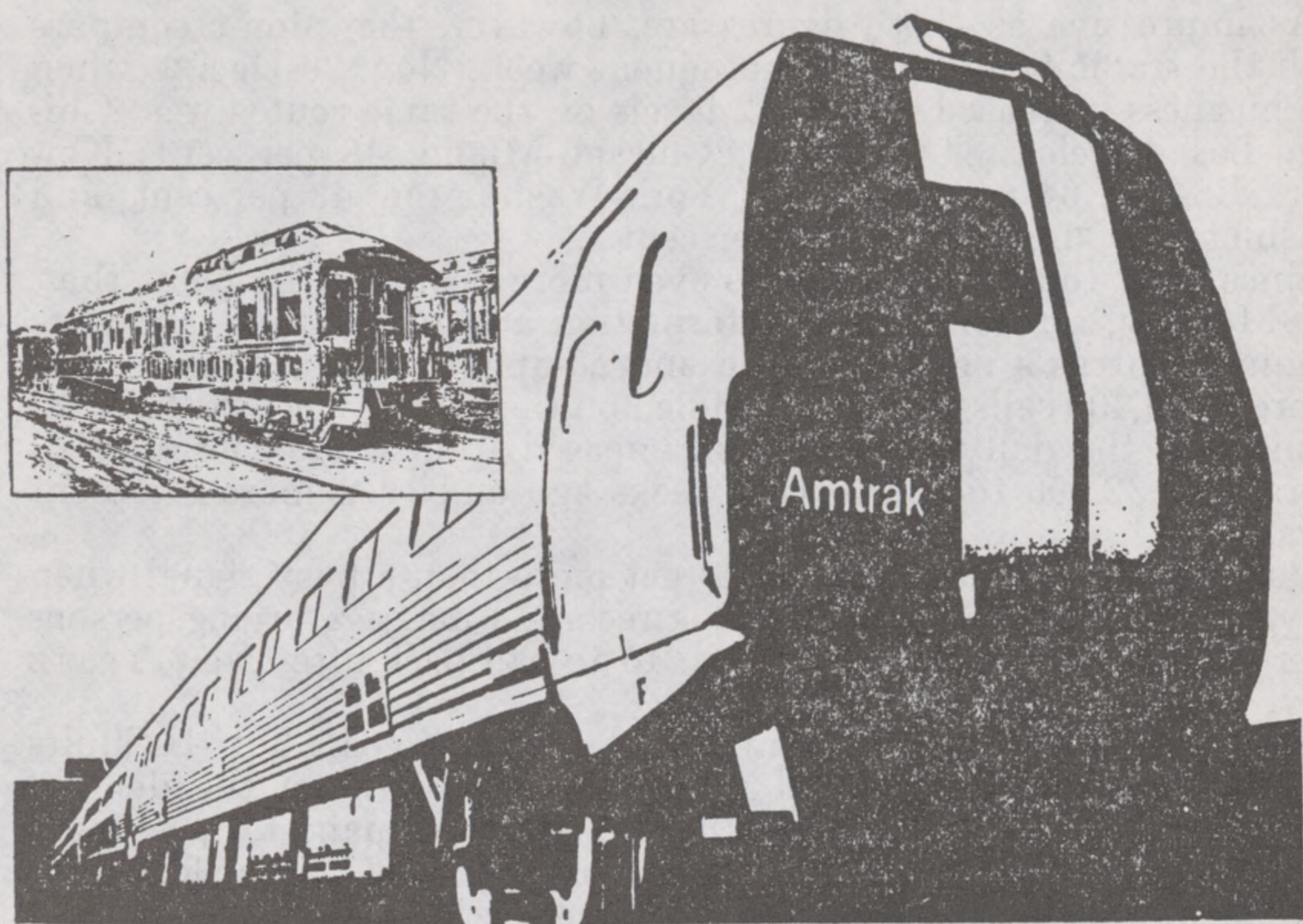
Long-distance trains additionally have sleeping car compartments (single and double roomettes, larger bedrooms and bedroom suites for extra fare plus first-class tickets) providing privacy, sinks, toilets and full-length convertible beds. A few trains also carry slumber coaches (plainer versions of roomettes with singles for only \$7 to \$10.50 a night more than coach seats), without a doubt the railroad's best-buy-for-the-money.

Party cars, dome cars, movies and TV are the advertised extras spotted around on various trains. There's no refund, though, if these added attractions turn up missing. You can ask Reservations about which train is supposed to have what or look it up yourself in the timetables, obtained free at railroad stations or by writing Amtrak, 955 L'Enfant Plaza, Washington, D.C. 20024.

Timetables also provide pertinent details on stopover privileges, credit card use, transportation for pets and other services. They do not go into dining and club car hours or ticket cancellation and refund rules, so ask if you're concerned.

For thrift's sake, of course, ask if there are any discount fares. Railroads aren't like airlines, but they do slip in a few reductions for groups, families, clergy, military, children, the blind and their attendants. Round-trip discounts are passing out rapidly and being replaced by off-peak excursion fares with various limits on them. Special car rental rates may also be available.

What Amtrak still rarely tells you is that tickets for nonreserved coaches are for transportation only. This means that when the seats have run out passengers stand. Little old ladies who don't get the word should be allowed to beat the company to death with their umbrellas, but so far all they can do is get off and get their money back. This winter, however, passengers might find overcrowding almost acceptable. After all, it's one way to keep warm.



[From the *Washington Post*, Dec. 23, 1973]

THE RAIL RENAISSANCE—AMTRAK CAN'T HANDLE IT

(BY WILLIAM H. JONES)

Chicago—Although the Arab nations certainly never gave it a thought, their embargo on oil shipments to the United States has sparked a sudden renaissance of interest in the American passenger train.

This is the conclusion not only of the men and women who run Amtrak, the country's surviving skeleton of intercity trains, but also dozens of passengers questioned during two days of travel last week on the *Broadway Limited*, between Washington and Chicago.

Any euphoria on the part of railroad fans and the few regular riders, however, must be tempered by recognition of a stark reality being felt by the thousands of people now crowding holiday weekend trains—resources of the rail system already have been exhausted and cannot soon expand.

Although some short-term agreements to borrow commuter cars from metropolitan authorities can add new capacity overnight in the next two weeks, it would take at least two years for Amtrak to expand sufficiently and handle with efficiency the type of demand experienced in recent weeks.

In the week of Thanksgiving, Nov. 19–25, passenger business on Amtrak soared, even when compared with the similar holiday week in 1972; on the Chicago-Los Angeles routes, for example, traffic rose 17 per cent, Chicago-Miami was up 36 per cent, New York-Boston gained 51 per cent, New York-Washington rose 25 per cent and the Washington-Cumberland train picked up 84 per cent.

As impressive as those figures are, however, they don't compare with the traffic boom in the subsequent week, Nov. 26-Dec. 2, when the business increased over 1972 levels on the same routes was: Chicago-Los Angeles, 34 per cent; Chicago-Miami, 48 per cent; New York-Boston, 64 per cent; New York-Washington, 43 per cent; and Washington-Cumberland, 112 per cent.

Since then, things have become even more hectic to the point that, last Monday, a record 64,000 information and reservation calls were flooding Amtrak's new telephone and computer system. The earlier record of 59,400 calls had been handled on the Monday before Thanksgiving and the daily volume has increased from a pre-energy crisis average of 32,000 to 53,000 two weeks ago and even more in recent days.

Potential riders lucky enough to get more than a busy signal when they called Amtrak last week got a recorded message urging persons interested in reservations after Jan. 15 to call back after New Year's Day.

The main problem is not Amtrak's desires and goals but the limits of America's existing railroad network, particularly in the densely populated Northeast where there is the greatest demand for passenger trains. This is the same region where maintenance of rail facilities and equipment was so long ignored by the management which previously ran the now bankrupt Penn Central Railroad, still the largest rail passenger carrier in the U.S., acting under contracts with Amtrak.

The Broadway Limited today is far different from the Pennsylvania Railroad's showcase of the 1930s that had an aura of Manhattan sophistication and romance plus many theater stars as travelers, maids on every Pullman car and even a barber shop on board.

But the Limited of 1973, which arrived here Wednesday five hours late on a trip from Washington and New York, also is a great improvement over the dilapidated and dirty service which Amtrak inherited from the Pennsy two and a half years ago.

When it's on time—and normally the Broadway is no more than 30 minutes behind schedule—this Amtrak train offers good first-class and very reasonable coach service: clean and refurbished cars with bright colors, and good food at reasonable prices on a dining car complete with linens and fresh flowers, attentive personnel.

An entertainment car that had included television and movies is scheduled to be replaced by live performers early next year, mainly because the electricity used in the film screenings taxed the train's facilities too greatly.

Hosts or hostesses walked up and down the train, distributing buttons that proclaim, "Trains Are Back!" They also offered brochures about the train or timetables plus Amtrak coloring-game books and crayons to the many children on board last week.

At the same time, the Broadway Limited's performance last week reflected clearly the limitations of Amtrak and the passenger corporation's complete dependence upon the existing private rail system. A broken rail, an old engine that failed, an ancient tunnel in Baltimore that is a bottleneck for all East coast rail shipments—these are the things that slowed this train on its way to and from Washington.

Whether Amtrak can suffer a bad image, caused by inconvenience in the future similar to what people who traveled by train last week, experienced, probably is the young corporation's major problem.

For the time being, however, virtually all the passengers questioned appeared to be in a holiday mood of tolerance. There were few flashes of anger and most people said they wanted to ride the trains again.

Frustration seemed to melt once a passenger finally found his appointed seat or roomette, got settled, and located the dining and bar cars. Animated conversations and music by a lone guitar player lasted into the night.

Said one man at the bar in Baltimore, where a Washington-bound section of the Broadway Limited sat for close to two hours last Thursday afternoon, "As long as you get me there by Christmas, I won't sue you."

And Robert and Vicki Burge of Columbia, Md., said in recounting their adventure that more of their tax money should go to the rail passenger system. Their series of mishaps began when they boarded the Broadway Limited in Baltimore on Tuesday night, bound for Chicago.

For one thing, their late arrival here made planned connections to Milwaukee and an ultimate destination of Madison, Wis., impossible until the following day. For another, their baggage was forwarded from Baltimore to New York, where it remained when the Broadway arrived here Wednesday afternoon at about 2 p.m. (the scheduled arrival was 9 a.m.).

On the way from Baltimore to Harrisburg, Pa., the Broadway Limited section which carried the Burges and their children Tifini, 7, and Wylie, 5, was delayed by a broken Penn Central rail.

Since there was no dining car on the Washington-Harrisburg section of this Amtrak train there was no place for a family dinner until a connection in Harrisburg with the New York section. But that wasn't in Harrisburg, either, when the southern section of the train finally arrived about two hours late.

So the Burges and other passengers ventured outside the old and dirty rail-bus station across the street to the Alva Hotel restaurant—"Same property, same [proprietor since 1916]"—which was recommended by station personnel as the best place to eat in any event, with Italian dishes a specialty.

Fortunately, the passengers got inside before the restaurant closed at 11 p.m., and all endorsed the fare. Inside the terminal, meanwhile, the newsstand and a Savarin restaurant closed at 11 o'clock, leaving a "computer-quiz" game the only source of amusement.

At 15 minutes past midnight, the New York section arrived in Harrisburg after a four-hour delay in North Philadelphia while a failed motor was replaced.

The two sections were joined and managed to lose another hour in travel from the Pennsylvania capital to Chicago, with several long stops en route.

Burge was seen late Wednesday afternoon, still at Chicago's crowded Union Station, and waiting for a relative to drive down from Madison and pick up his family, despite the snow outside. Amtrak had offered to put the four in a hotel overnight while they awaited their baggage and their only change of clothing, placed aboard the next day's Broadway Limited.

But his main concern was the baggage, and Amtrak promised to deliver it in Madison the following day, so Burge said that was a sat-

isfactory solution. His children loved the trip and the cost for the family was less than it would have been by air.

The price advantage or disadvantage of various modes of travel varies greatly with the number of persons in a group. For a single rider on the Broadway Limited, a one-way coach fare is \$35 for the 907-mile trip between D.C. and Chicago, compared with \$34.75 by a Greyhound Corp. bus or \$55.64 by United Air Lines.

Automobile travel between the two cities, assuming the availability of gasoline, would cost at least \$30 for a trip that is less than 700 miles over federally subsidized interstate highways, assuming a cost per gallon of gas of about 43 cents and an auto that averages 15 miles per gallon.

Travel by train overnight is certainly more comfortable with sleeping quarters, however, and the cost of a handy two-person room that Amtrak calls a "slumbercoach" is \$12.60 additional one way. These bargain quarters include two narrow but perfectly adequate beds at night or two sitting chairs by day, plus a toilet and wash basin.

Response to the trip's overall comfort was mixed, with some persons finding the ride more smooth than a Metroliner and others less than happy with the occasional bumps and grinds.

Although there were few complaints—except about the delays—some riders noted that the new anti-vandal windows fog up a bit and reduce clear vision, although they save millions of dollars in glass that doesn't have to be replaced; several persons suggested that Amtrak bring various newspapers aboard at stops along the way for either sale or free distribution; and there are no showers on board, an innovation the Southern Railway is adding to its refurbished cars for the Washington-New Orleans Southern Crescent.

(Southern remained outside Amtrak when the corporation was set up and the private rail firm still operates its own remaining passenger trains, with connections to Amtrak trains.)

Trainman H. D. Parr, a Broadway Limited conductor who joined the Pennsylvania Railroad in 1936, said most of the equipment now used on his train came from Western railroads because Penn Central's cars had been in such bad condition (except for a two-unit dining and kitchen car).

The trains last week carried about 13 passenger cars each compared with 18 in the summer, and are capable of carrying about 300 persons compared with 450 in the summer. The crew on board numbers about 25. Limits on the number of cars in each train are imposed by the railroads because of equipment availability and weather conditions.

"We really need more trains," said Parr, noting that the Limited's only stops in Indiana are in Fort Wayne and Gary, eliminating "many potential riders that used to take the train from other towns."

He agreed that the Broadway couldn't be saddled with more stops and still be an attempt at "crack" service but urged Amtrak to begin another Washington-Chicago train that would provide service for more midwestern cities. "We need more equipment," he said. "Now we're turning business away."

Amtrak president Roger Lewis noted recently that the National Railroad Passenger Corp. started out with but 1,100 cars, which has since been increased to more than 1,700; of the total, however, several hundred normally are out of operation, being repaired or cleaned.

For the northeast corridor, Amtrak recently placed an order for 57 new Metroliner-style cars but they won't be delivered by the Budd Co. before early 1975.

Two proposals are being studied for long-distance, advanced passenger equipment to boost the capacity of such trains as the Broadway Limited, the popular trains to Florida, and Western long-hauls. About 100 cars will be ordered early in 1975, possibly modified so they can be acquired sooner than cars of a totally new design.

For the time being—meaning at least more than the first year of the expected energy crisis—any expansion of Amtrak capacity will be small: some old cars, rejected earlier by Amtrak, are getting a new study to see if they can't be resurrected and new seating arrangements on some coaches will add room.

Tightening up of reservations problems also should add to capacity, Lewis said. For example, Amtrak studies its reservations lists for duplicate orders and calls customers to ask which train they intend to take. Last week, Amtrak found that one man had made nine separate reservations to guarantee a seat.

The "no-show" problem, which is plaguing airlines, amounts to perhaps 10 per cent on average for Amtrak—meaning that there are almost always some empty seats when a train pulls out because people did not cancel. In the future, airlines and Amtrak may cross-reference customer orders to eliminate duplicate reservations.

In 1972, Amtrak carried 17 million riders, up 10 per cent from 1971; for 1973, the total may rise to 21 million. That still accounts for only 2.3 per cent of intercity travel with autos making 87 per cent of all such trips and airlines or buses accounting for the balance.

"I believe we can conclude that for some time to come we will be stressed to our capacity and beyond during peak travel periods," said Lewis. "But during other times we have excess capacity that can be put to very good use."

The energy crunch may accomplish that, adding new revenues to Amtrak and reducing its operating losses (previously estimated at \$100 million or more in the current fiscal year).

Legislation that established Amtrak, Lewis said, "now more than ever seems a wise and forward thinking federal initiative."

Still, with loan guarantees of only \$500 million and an appropriation from Congress of only \$154.3 million, there is little expansion possible on a major scale—and even these amounts were opposed originally by the Nixon administration, which asked for under \$100 million in annual operating funds.

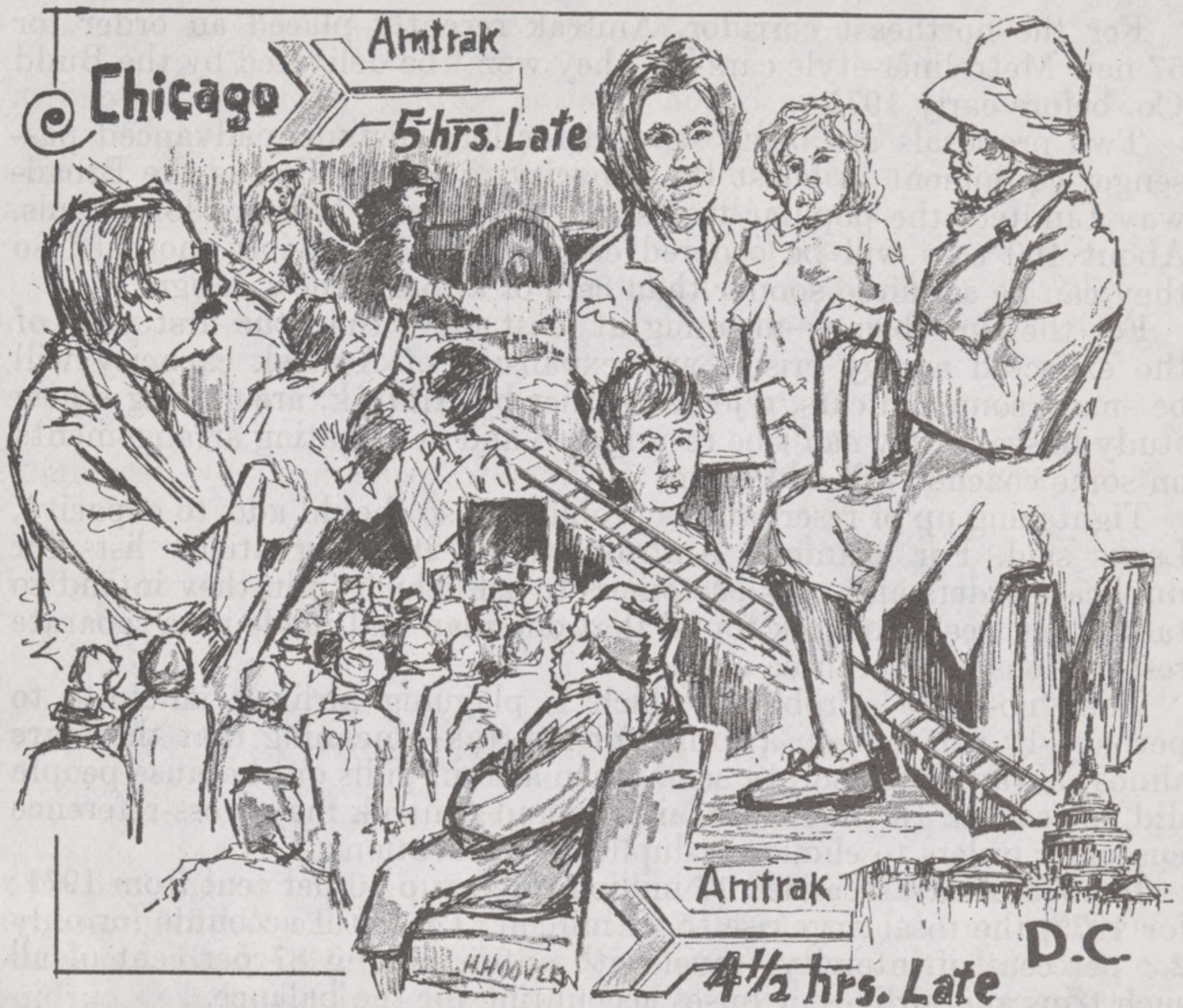
By comparison, highway projects involving billions of dollars of taxpayers' money are under or projected over the next several years.

Recent statements on Capitol Hill—including a plea for Amtrak expansion by the majority and minority leaders of the Senate, Mike Manisfield (D-Mont.) and Hugh Scott (R-Pa.)—indicate that further spending for passenger trains can be expected to pass Congress in 1974.

But the technologies of building passenger cars and engines, or adding rail links and stations or new tunnels, require at a minimum about two years from receipt of an order to completion.

For now, America will have to make do with what it has—which could mean that the best time to take a train is in the middle of the night and not on holiday weekends.

And, there will be a great need of patience.



Sketch By Hal Hoover—The Washington Post

ROCKY ROAD TO CHICAGO AND BACK

A chronology of two days aboard the Broadway Limited:

TUESDAY, DEC. 18 TO WEDNESDAY, DEC. 19

- 4:35 p.m.—Departs Union Station for Chicago, on time.
- 8:25 p.m.—Train comes to complete stop, south of Harrisburg, because a broken rail was discovered.
- 9:15 p.m.—After dispute over short-wave radio is resolved, conductor takes responsibility for supervising passage of train over break at 1 mile per hour.
- 10:00 p.m.—Train arrives Harrisburg, but New York section cannot be found (should have been there two hours ago, but was delayed by broken engine).
- 12:15 a.m.—New York section of train, including the dining car, arrives in Harrisburg, is attached to Washington section, and the full train moves out four hours late (the dining and bar cars had been kept open late).
- 8:00 a.m.—Somewhere in Ohio, the train stops in the snow for about half an hour.
- 2:00 p.m.—Train pulls into Union Station, Chicago, just five hours late.

WEDNESDAY, DEC. 19 TO THURSDAY, DEC. 20

- 3:40 p.m.—Call to Union Station brings assurance Broadway Limited will depart on time, at 4 p.m.
- 4:10 p.m.—Amtrak public announcement says Broadway Limited delayed indefinitely; informed sources say at least an hour.
- 5:30 p.m.—Broadway Limited departs Chicago.
- 8:30 a.m.—Train arrives in Harrisburg, two hours late; Washington section is detached and remains in station.
- 9:15 a.m.—Washington section leaves; New York-bound section remains.
- 12:00 Noon—Train arrives in Baltimore, is held up by derailment ahead.
- 1:45 p.m.—Train starts moving south from Baltimore.
- 2:40 p.m.—Train pulls into Union Station, exactly four and a half hours after 10:10 a.m. scheduled arrival.

[From the *Washington Post*, Dec. 19, 1973]

THE WEEKEND TRAVELER

The Weekend Traveler column has been devoted to one and two-day trips by automobile that can be made from the Washington area to places of interest in Virginia, West Virginia, Maryland, Delaware and Pennsylvania. In view of the President's order, aimed at curbing weekend driving, it has been decided to suspend the column in its present form until the energy crisis eases. From time to time, however, the Weekend Traveler will provide information on area trips that may be made by train or bus.

(By Barbara Guinn)

What do you do on Sunday when you're accustomed to getting in the car for a day's exploration of a place that lies a tank full away—and the President has, in effect, said never on Sunday?

In the Washington area there are many possibilities.

Sure, you've taken every relative from the Midwest to the White House and the top of the Washington Monument. But have you ever visited the Freer Gallery, the Navy Museum, Woodrow Wilson's home or the Textile Museum?

You've been to Arlington Cemetery more times than you can remember, but while there have you toured the home where Robert E. Lee was living when he made his decision to resign his commission in the U.S. Army and lead the army of the Confederacy?

For those who still want to get out of town for a day or weekend, there are also buses and trains. At some destinations, such as Annapolis, Colonial Williamsburg and Harpers Ferry, when you arrive via public transportation you can walk to points of interest or take easily accessible local transportation.

However, for those families accustomed to filling a car, the cost of traveling by bus or train will be substantially higher. For example, round trip to Harpers Ferry on the train is \$6 for each passenger 12

years of age and over, and \$3 for those under 12. Two parents and a 13-year-old child would pay \$18. Add a 9- and 11-year-old at \$3 each, and the total fare would be \$24 for the five travelers, plus local bus fare to and from Union Station.

Bus fare for the same family would be \$16.80 to Annapolis and \$57.80 to Williamsburg.

While awaiting the Nixon Administration's decision concerning gas rationing, operators of resorts and attractions in nearby states are hoping that many regular travelers will decide to stretch their weekends in order to be able to return home on Monday morning with a full tank of gas.

[From the *Washington Star-News*, Dec. 14, 1973]

TRAIN RIDE: NO LONGER NOSTALGIA

(By John Sherwood)

With air and auto travel sharply curtailed by fuel shortages, the nation may again take to the rails. Because of the energy crisis, President Nixon still is considering plans to ride a regular commercial train to Florida over the holidays. To find out what train travel is like now, Star-News Staff Writer John Sherwood this week rode the "Silver Meteor" to Florida. Here is his report:

The long, overnight train ride south to Florida is a slow railroad ballad with many choruses and small-town refrains. It can be rare solitude or a romantic interlude, Bingo with the old ladies or cocktails and cards in the club car, movies and sandwiches in the lounge car or red wine and New York sirloin in the dining car.

But, perhaps most intriguing of all, there is that exciting youthful feeling of going off on some kind of adventure, of somehow escaping back into an easier past when the world walked instead of ran. It is most enticing when it is most tranquil, in the sanctuary of what we still call "the Pullman".

The double white sheets are tight and clean and crisp, the firm pillows prop up your sleepy head, and a huge picture window right at your side projects the back yards and little Carolina towns sliding by out of your life and vanishing back into the darkness.

In the shadowy half-light of the dramatic full moon, as moody clouds change the personality of the night and deepen its passing spell, it is difficult to sleep. The magic lantern show is too enchanting, and will be over all too soon.

The train rocks on through the night, banking gracefully on the soft turns, and when it stops it is hardly noticeable. But it is sometimes eerie, especially during an unscheduled pause around 1 a.m.—right in the middle of a melancholy swamp brooding in cyprus and Spanish moss with the world gone empty. There was another mysterious halt in what looked like a ghost town where shadows lurked beneath the dim street lamps, ready to leap out and board the unsuspecting train. Sleep comes heavily, and it is solid and sweet.

The "Silver Meteor" leaves Washington at 7:15 p.m., almost always on schedule, and arrives in Miami the next day, more or less around 4:10 p.m. The airplanes will get you there in less than three

hours, and it's less expensive, but the only thing you'll remember about the flight is how long it took. In a plane you are packaged, a sullen prisoner chained and hidden behind a tall seat. The mood and conversation often are plastic, and always swift.

But on an overnight train with a reputation, well, that is quite another story. There must be a whole generation of people who have never taken a first-class overnight train, and more's the loss for them.

A roomette aboard the Meteor to Miami is \$96 one way. The old Tuscan red Pullman cars carrying names like "Blue Feather" and "Prince Rupert" are gone, replaced by aluminum cars with mere numbers. But the interiors are similar.

The aisles are long and narrow, with heavy curtains draped over the sliding doors of the incredibly compact roomette, which measures about seven by four feet wide. There is a luxurious easy chair at one end, a toilet at the other with a padded top that folds over the seat. A wash basin with hot and cold running water folds into the wall.

There is also a quaint shoe locker that can be reached from the inside and outside. Place your shoes there overnight, and they turn up magically shined in the morning. It is pleasing practice left over from a bygone era.

Settling down and getting familiar with what will be your home for almost 24 hours is a delightful experience of continuous discovery. It soon gets to be a friendly sort of place you can call your own. It's nice to come back to after a stroll around the 12-car train, which is whipping along at 70 miles an hour, to see what's going on.

It was sad to find the windows filthy. The train is washed just once, when it turns around in Miami—clearly not enough.

Faces soon become familiar, and nodding gives way to talking and introductions:

Dr. John H. Moss, a geology professor, was taking the train south because he "likes solitude," and wanted to quietly edit a friend's book.

A British family from New York was in no hurry and, with two children, really was not that keen on flying anyway. Besides, children under 6 ride free. They had a double stateroom, and saw a lot more than the tops of clouds.

A keen-eyed observer from New York, where the Meteor originates, told of how he watched a young man get on in Philadelphia, meet a young lady in the club car as the train approached Baltimore, and disappear with her into his roomette as the Meteor pulled into Washington. They did not emerge until after the train crossed the Florida line. The only sign of them was a bare behind that stuck out into the aisle when they were climbing into bed.

And that's another interesting maneuver. To pull down the bed, which folds up invisibly into the wall, you must leave the roomette and stand in the aisle. It leads to curious sights in the night.

Stout drinks served with miniatures cost \$1.40, and there is no limit. The bar closes around midnight.

The dining car, charging through the night, is an almost legendary experience with an antique atmosphere that cannot be duplicated. Waiters in white jackets roll along like steady sailors on an unsteady sea. Ice clinks musically as the train dances along, swaying to the tune of the smooth rails. It is bright, confident and compelling—an envious place to be.

And there is always the chance that the steward will seat you beside that remarkable blonde who seems to be traveling alone. The tables seat four and are shared without question.

The menu, unfortunately spotted with soup stains, and food particles, is limited and some items have disappeared. The best seller is a hamburger platter at \$2.75. The best dinners, hardy and delicious, are prime roast beef (\$4.75) and New York sirloin strip (\$6.75). Wine is domestic, at \$2 a half-bottle.

Service is so-so, but almost too fast, once it begins. Often, however, there is a rude, surly and impatient attitude among the older train personnel. The insulting bartender in the lounge car was almost intolerable. The young people who now work on the Meteor, however, appear willing and anxious to please. They do not seem to get along with the old, grumpy rolling stock.

In the lounge car there is bingo and games using closed circuit TV. Prizes are tacky plastic Amtrak overnight bags. The hostess has a nice personality, but is no Pan Am knockout. The furniture is moldy-looking, something out of your old aunt's parlor. The people in the car also are old, a typical bingo crowd.

The movie was "Mary, Queen of Scots," a heavy bill for the games in the rec room.

Back in the club car, people were reading, drinking and getting to know one another. They were a younger crowd. Others retreated to the privacy of their rooms, apart from the coach crowd, many of whom retired early in the night.

By midnight it seemed like the train should stop altogether; it was that dead. But somehow it kept rolling along, stopping by little farm yards in the night to do whatever mysterious things it takes to keep a fast passenger train moving.

Early the next morning the sun comes exploding harshly through the picture window, now dirtier than ever. It is a bit difficult to see through it, but the sun rises like a flash and suddenly the world has come brilliantly alive again. Fields are green and blooming; orange trees are everywhere. For awhile during the long night, there was a suspicion that life had strangely ended and the world was finished.

In the morning, people you knew from way back yesterday were up and about, surprisingly dressed in summer clothes, having eggs and bacon in the dining car, free coffee in the lounge car, and entertaining children in the coaches.

The stops were coming faster now, Wildwood, Winter Haven, West Palm Beach, Fort Lauderdale, Hollywood and finally Miami, only 20 minutes late, at 4:30 p.m.

It was not likely that you ever would see the same faces again, but there's a good chance that you would remember them if you did. "You were on the train," you would say.

Just 10 years ago Charles Beaumont wrote: "The glory and the grandeur that was railroading is quietly fading from the contemporary scene. Unimaginable but true that all the lore, the romance and vivid lexicon of an era will utterly vanish, and all in our lifetime."

He may well be wrong. As Amtrak says, on buttons they pass out: "Tracks Are Back!"

[From the *National Observer*, Dec. 1, 1973]

(By Walter A. Damtoft)

"YRTNSUNPLEAS: AMTRAKTRNNURTNRRIVING!"

Old train-callers never change; they just send their gibberish through bigger sound systems. But never mind. Only two passenger trains stop here at the tidy, severely functional Billings station. And everyone in the waiting room—even the college girl holding the huge stuffed toy and the plastic bag containing a live fish—knew that the mouthful of decibels still bouncing on the walls meant that Amtrak's thrice-a-week train No. 10 for Chicago was arriving.

I boarded No. 10 and other trains as part of a sampling of how well Amtrak is carrying out the job, given it by Congress on May 1, 1971, of breathing life into the nation's then comatose passenger-train system. Other Observer staff members and correspondents rode—or tried to ride—other trains.

We found that though Amtrak has a way to go in sprucing up train-caller elocution—and in replacing aging equipment, smoothing roadbeds, and bettering on-time performance—it has made some solid improvements.

But what is possibly the most dramatic improvement—the start of a nationwide computer-reservation system—is in trouble after auspicious beginnings. Residents of the Northeast had been able to reach clerks in a new regional reservation center near Philadelphia within 15 seconds by toll-free phone and to obtain reservations within 3 minutes. But a surge of new business last week brought on by the energy crisis disrupted that record.

And the opening last week of another regional center in Los Angeles was marred by three- to five-minute delays in answering phones, although confirmations were quickly forthcoming once phones were answered. The nationwide system linking together five computer centers, of which more later, is scheduled for completion by Valentine's Day.

GENIAL CONDUCTORS

Other improvements include emphasis on courtesy and friendliness. R. S. Mellinger, conductor on one of Amtrak's showcase Metroliner trains running between Washington, D.C., and New York City, has a hearty welcome for boarding passengers. Gregarious, voluble conductor O. H. Greenwood prowls No. 10 as it crosses much of Montana, answering passengers' questions and trying to be helpful. (Farther down the line, however, a conductor took over who pinkened the ears of some nearby elderly women as he loudly told other train-crew members how he wasn't about to let "that ——— woman with that ——— little poodle" off the train at the next stop to let the dog relieve itself.)

Dining cars aren't the gourmets' havens they were in the early part of the century. But food is good, prices are moderate, and sometimes there are even fresh flowers on the tables.

THE FAMILY'S FRIEND

If gasoline shortages foreclose automobile vacation trips, the trains could be the last resort for family travel. The airlines are phasing out family fares and most bus lines abandoned them several years ago. Some approximate round-trip costs for a father, mother, 13-year-old, and 7-year-old between Los Angeles and Chicago: air, economy-class family plan, \$840; rail, first-class family plan with two bedrooms, \$755; bus, \$475; and rail, coach-class family plan, \$430.

A refurbishing program has perked up the appearance inside and out of the aging coaches Amtrak took over when it assumed operation of parts of the routes previously served by 13 railroads. (Would, though, that Amtrak could see its way clear to spending more money on window washing.) But heating and cooling problems still border on the acute.

Air conditioning, for example, failed throughout the Montrealer while Observer Staff Writer Patricia F. Bode was riding from Montreal to Washington, D.C., on a sweltering day late last summer. Why? An Amtrak spokesman throws up his hands and then explains that the old cars have air-conditioning systems of Byzantine design. Only a few older railroad electricians know how to service the systems and their seniority is such that they usually are all off vacationing in summer when they are most needed.

Heating systems are obsolete on many trains and Amtrak says it sometimes must add an extra locomotive mainly to insure enough heat for comfort.

New coaches and locomotives are the only long-range answers to problems of equipment reliability, say Amtrak officials. Roger Lewis, president of the National Railroad Passenger Corp. (Amtrak's formal name), reported earlier this year that despite the addition of better and cleaner cars, "we still have a long way to go to achieve what we consider an excellent service."

Amtrak recently placed a \$63.5 million order for 57 new coaches and 81 modern locomotives. Its old locomotives are so inefficient that, on the average, the railroad must use one locomotive for every three coaches.

TOUGH ROADBED PROBLEM

Amtrak probably can continue to buy new equipment as long as the steady increase in patronage continues and Congress remains willing to subsidize losses, which still run more than \$100 million a year. But improving roadbeds, on which Amtrak heaps major blame for its admittedly unsatisfactory record for on-time train operation, is another matter.

The roadbeds still are owned and maintained by individual railroads. Reaching agreement on what part of maintenance and improvement cost is attributable to passenger service, and thus payable by Amtrak, and what part is attributable to freight service has proved difficult.

And until roadbeds are improved, passenger trains will either be thrown behind schedule by "slow orders" dictated on some sections for safety, or passengers will be subjected to uncomfortable jolting and swaying. Observer Correspondent Mildred Ladner and her family enjoyed all aspects of an overnight ride on the Super Chief from

Albuquerque to Los Angeles except the roadbed. Parts of the ride were so rough that Mrs. Ladner's husband wondered about safety at the Super Chief's high speeds.

THE BRIGHT SIDE

But while they continue to worry with major problems of old equipment and rough roadbeds, Amtrak officials bask in the generally smooth if recently ragged performance of their new reservation system, to which the center at Los Angeles was added last week.

The Los Angeles operation wasn't finished quite in time to help Staff Writer Barbara J. Katz, who tried to reserve a roomette on the popular Coast Daylight/Starlight from San Francisco to Seattle. Ms. Katz reached the efficient Amtrak computer in Bensalem Township near Philadelphia. But to make a West Coast reservation at that time, the Bensalem operator had to try to reach Los Angeles by phone and Teletype, and the delay ran into hours.

Similar delays may be encountered by some Amtrak patrons until the two remaining reservation centers go into operation. A Jacksonville, Fla., center is scheduled to be operative this week and one in Chicago by Feb. 14.

ZIP-ZIP TICKETING

Amtrak gave the \$7 million reservation system top priority soon after taking over and discovering what all diehard rail passengers had known for years: It was very hard to reserve space on a train. Phones went unanswered; confirmations were sometimes days in arriving; and ticket forms were long and cumbersome.

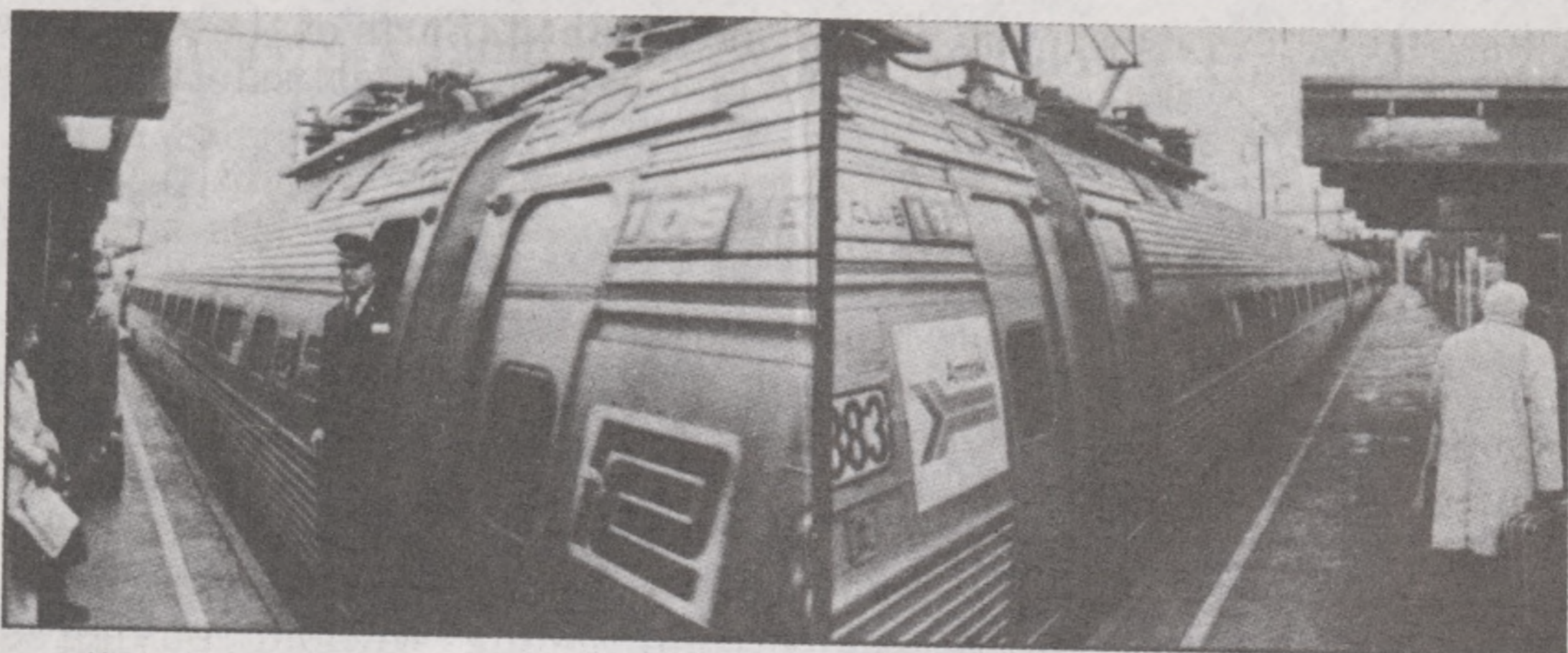
But that may soon be history if Amtrak can cope with its new energy-crisis business. I verified that the new computers can be almost alarmingly efficient in the course of booking a reservation on a Metroliner from Washington, D.C., to Philadelphia. A Bensalem phone operator answered within six seconds. A seat was confirmed in less than a minute. At the station the ticket clerk asked for my name, punched it into the computer on a remote keyboard, and instantly the pertinent reservation information appeared on a TV-like screen. The clerk pressed a key and the information was automatically and nearly instantly printed on a ticket.

That test, however, was made prior to the President's energy-crisis speech, at a time when the Bensalem system was receiving 15,000 calls a day, answering more than 90 per cent within 15 seconds, and losing only about 300 potential customers who hung up before a clerk answered. It was different one day last week when the center choked up on a surge of nearly 26,000 pre-Thanksgiving calls.

Robert J. Dooley, who rides herd on Amtrak reservations, moaned that about 2,300 of the callers in that surge hung up before a clerk got to them and that the average time to answer a call soared to one minute.

But Dooley's new computers can be expanded. And on that assumption that the energy shortage will continue to send more passengers to Amtrak, he has ordered technicians to wire up consoles for another 60 clerks in addition to the 140 computer read-outs now in operation at Bensalem.

Some way to run a railroad.



New equipment on Amtrak's East Coast Metroliner trains is atypical; cheery greeting by conductor Mellinger (left) isn't.

Amtrak Clicketies With Fewer Clunks



—Photographs By Walter A. Damtoft

Computers quickly make reservations once customers reach clerks.

[From the *Washington Star-News*, Aug. 26, 1973]

ARE TRACKS REALLY BACK?

(By Jane Morse)

"Tracks Are Back!" boasts Amtrak, the 2-year-old National Passenger Railroad Corp.

Sure they are. Would a great big Uncle Sam-sponsored outfit lie to you?

I don't know, but after a round trip on the New York-Chicago Broadway Limited, my confidence was shaken. The rest of me was in worse shape and not altogether because of rock roadbeds.

I had hoped for a train that was more like a plane—reasonably speedy and convenient, comfortably appointed, not without entertaining distractions—and the Broadway sounded like a winner. After all, it offers a center-city-to-center-city ride, leaving in late afternoon and arriving after breakfast in jazzed up, totally refurbished coaches.

There's a smart double dining room for finer, faster service of bountiful \$5.75 steak dinners, \$2.50 baked chicken, \$1.10 ham and

cheese sandwiches and the like—even a recreation car where one might expect the good times to flow (at \$1.35 for a mixed drink, 30 cents for most soft ones).

Best of all, it's one of the four Amtrak trains that currently carries a slumber coach, in addition to the more costly first-class sleeping coaches.

Slumber coaches have been around since the 1950s but no one seems to know much about them, least of all the six Amtrak clerks I queried. However, it was easy to spot their most attractive feature: A single slumber-coach compartment can be bought for only \$10.50 (a night) more than a coach seat and is the one way you can stretch out overnight in bed in private accommodations complete with toilet facilities and individual heat, light and airconditioning without buying a first-class ticket plus a roomette, bedroom or bedroom suite. Moreover, by curious coincidence, a slumber-coach fare is almost identical to the equivalent economy air fare.

It's true that my first instinct upon moving in was to yell, "Let me off! I've made a horrible mistake!" Aesthetically the thing's a disaster, even a penitentiary cell is larger.

By day I had an approximately 40-inch-by-40-inch, 8-foot high cubicle with an upholstered window seat, toilet and pull-down sink. At night you open refrigerator-like doors in the steel walls and a pre-made mat spills out to produce a bed and extra space for your feet.

In my coach, 26 of these expandable boxes, doubles and singles, were assembled on two levels, one even with the train's floor, one a few feet higher. The higher of the two is my candidate for Connoisseur's Choice, as it makes possible a unique experience. Since the bed is nearly level with the sink, you can, if you feel like it, brush your teeth while lying in bed.

When I later discovered that the similar but handsomer first-class roomettes require passengers to put their beds back in the wall to use their toilets, another little swell of appreciation began to surge inside me. In the end I commenced to think like an Amtrak slogan writer myself ("Small Is all") and to like where I lived. Well, almost like it.

Unfortunately, the slumber-coach steward on the first half of my round trip turned out to have more control over the air-conditioning than I did and turned it off. Coming out of an on-again-off-again sleep feeling sweaty and claustrophobic, I finally nabbed him during a middle-of-the-night stop as we boarded more passengers and got it back on.

On the return trip I didn't do as well. This time there was an over-supply of chilled air, a malfunctioning control knob and a non-functioning steward. I finally put on stockings and a sweater, rigged a towel over the blower and resigned myself to shivering my way across the country.

I wouldn't want you to think the whole trip was like this. It was actually worse:

Standing in line for dinner reservations only to be told when you came to the head of it that "this trip, reservations aren't needed."

Foul-ups that caused one-, two- and three-hour delays in departures and arrivals.

A movie in the recreation car but no one who could or would tell you at what time.

A 25-minute delay because the computer wouldn't cough up the return portion of my reservation.

A nine-car walk to the dining car that the steward said was open, only to find it closed.

Surly service from waiters who rightly guessed that most passengers will grin and bear it.

Someday I would also like to pay my personal thanks to the telephone reservations clerk who truly made my trip. I began the trip in Washington, and someone else might have told me that passengers from Washington could catch the Chicago-bound slumber coach in Harrisburg, Pa., without going to New York.

Of course, that way I'd have missed an extra three-hour, \$19 ride on the Washington, New York Metroliner and heaven knows the railroads need my money.

Tracks are part-way back, but maybe for the present, Amtrak should borrow Avis' old "We Try Harder" line and get on with the job.

[From the *Washington Post*, May 13, 1973]

REMEMBER THE TRAIN? FORGET IT. NOW THERE'S AMTRAK. CLANG,
CLANG . . .

(By Eileen Swift)

"We're making the trains worth traveling again. All we ask is a little patience."—Amtrak timetable.

Clang! Clang! Clang! The gleaming silver engine slides into New York's Penn Station, its red-white-and-blue, arrow-like insignia denoting that this is an Amtrak train, part of the National Railroad Passenger Corporation's last-ditch fight to keep the railroads of America alive for the travelers of America.

This particular train is the Silver Meteor, bound for the Sunshine State and the escapists' fun city of Miami. Steam rises from beneath cars that stretch into the distance—coach cars, sleeper cars, lounge car, dining car. A chef in the dining room prepares giant stacks of sandwiches. Red-jacketed personnel dart in and out of the train. A passenger-service agent in smart red blazer hovers around to help the confused and appease the dissatisfied.

"We just don't like it here," an elderly woman is complaining to a porter. "I told them I wanted a full-length couch to lie down on." She is talking about her space-pared roomette, which has a two-seat couch as well as an overhead, drop-down bed.

Is the problem Amtrak's fault or the customer's? "Some passengers misunderstand what they are reserving," says the passenger-service agent. "But she'll be offered a choice of whatever else is available." Amtrak's policy today is to smooth ruffled feelings and transform the railroad's one-time surly image into a smiling, eager-to-please one.

What Amtrak is trying to prove is that in the age of jet travel, the iron horse is still a viable transportation medium. Mustering the resources of 16 major railroads—all but a handful of the nation's interstate lines—Amtrak officials have set out to rebuild a dying industry, courting passengers with great dome-window trains that speed from Chicago to the Far West, with futuristic turbo trains and

electric Metroliners in the Northeast, with the gimmickry of movies and fashion shows for Florida-bound vacationers.

What's in it for the average traveler? That depends on both your finances and your constitution. On short runs, trains do offer a lower-cost alternative to planes and a not-unbearable time lag when you weigh in commuting time to and from airports. But over the long haul, rail costs aren't cheap—unless you're willing to endure sleeping in a reclining chair. A cross-country trip, for example, takes almost three days. To travel in sleeper comfort requires a first-class ticket, which generally puts rail costs at about the same level as economy air fare (something higher).

Apart from the fare question, trains offer more room to roam, a scenic way to see the countryside and, of course, a more leisurely way to travel than flying. Some see it as "romance"—a throwback to the days when even the high and mighty traveled by rail in lush comfort. You can still enjoy the privacy of your own room, with meals served there if you wish. And travel in some of Amtrak's crack trains such as the Super Chief with its high-level domed cars for vista-viewing and loudspeaker commentary on scenic highlights, is a special thrill for families with children.

Unlike some of the Eastern long-haul trains, the Super Chief does not feature television in its lounge, because of poor reception in mountainous areas. "Kids just don't need it," says one father who took his children cross country by train. "The trip West itself beats television for children. There's always something exciting to see that they're not used to—crossing the Mississippi just hours out of Chicago; going through Dodge City, cowboy capital of the United States; seeing Indians at the Station at Albuquerque and the lava of old volcanoes right beside the track in New Mexico; the canyons, mountains and rivers and great herds of cattle in the West and the orange trees right outside their window in California. These are sights most Eastern kids just have never seen before."

Some would argue that the auto offers far more flexibility for scenery-lovers, but, of course, someone has to do the driving to get there and there's the little chore of motel-hunting along the route. Trains are not unlike small hotels on wheels, with dining and snack facilities aboard as well as a host of special-purpose cars. Even if you choose the long-distance coach route, the seats recline more than those on planes, and have more leg room and a leg rest. And like the airlines, Amtrak has come up with a wide variety of package tours that include off-train accommodations, meals, sightseeing, even cruises.

So much for the advantages of rail travel. Critics would call them "possible" advantages and worse. Congress is now preparing for a hassle over whether to extend its Amtrak commitment another two years (the corporation's two-year probation period expires July 1), and some consumer groups contend the rail network as a whole is still a mess. They complain about rate disparities, inadequate refurbishing of cars, poor maintenance and performance records, ancient equipment on some of the lines, bad trackage on others.

"Amtrak hasn't really come to grips with major fundamental problems," says Tony Haswell, chairman of the National Association of Railroad Passengers in Washington, a lobbying organization. "The tracks are terrible and trains have an on-time performance that in

most cases is worse than in 1943." Haswell concedes, however, that the majority of Amtrak routes do show an increase in passengers. Amtrak says the overall on-time performance for February, the last month for which figures are available, was 66.7 percent. Some routes, such as New York-Washington, had on-time marks as high as 97.6 percent; others such as Chicago-New Orleans, were as low as 1.7 percent. The average long-haul figure was 36.4 percent.

Because Amtrak is an amalgam of different rail lines with different histories, it seems clear that no uniform guarantee of ideal conditions is possible—yet. But Amtrak does have big plans. By the end of 1974, its officials say, all of the network's 1,550 old coaches will have been refurbished and the equipment of its 16 member railroads standardized. Sleepers are being redesigned for greater comfort and, Congress permitting, some \$50 million will be spent in the next fiscal year on tracks and roadbed improvements.

Mammoth, obsolete stations are being abandoned or rebuilt. A new station has been built in Cincinnati, another is under construction in Jacksonville, and others are planned for Miami and Richmond.

Amtrak is also planning to form a National Citizens' Advisory Group—"to get ecology buffs behind us," an Amtrak spokesman says. Railroad proponents argue that rail travel is cleaner, safer and quieter than other forms of travel, and would conserve increasingly scarce fuel.

Almost all of Amtrak's employees throughout the country are undergoing retraining, and Amtrak has established its own school for passenger service agents—the equivalent of airline stewardess training.

A \$7 million nationwide computerized reservations system is being phased into operation over the next two years. With the system almost in full operation in the Northeast, it's now easier to get tickets and reservations. More than 5,500 travel agents have been recruited to represent Amtrak.

Amtrak claims to have more than doubled its tour offerings and is cooperating with airlines, buses, cruise ships and car rental agents to offer combination package arrangements. It's making widespread use of credit cards, too: American Express, Bank Americard, Master Charge, Carte Blanche and Diners Club, plus Amtrak's own Rail Travel Card, may be used for rail tickets, tour packages and meals on board.

The major question, of course, has not been answered. No one is really certain that large numbers of Americans can be wooed from the lure of speedy jet travel—despite a Louis Harris poll last year indicating that a majority would use rail travel more if facilities were substantially improved. Since Amtrak is charged by the railway passenger act of 1970 with providing efficient service on a "for profit" basis, that support will have to be evidenced before too long. Otherwise, the intercity passenger train will fade into history almost as surely as the old wagontrain gave way to the iron horse. The men who run Amtrak, at least, are convinced that that time has not yet come.

Whatever the judgment of history, here's a rundown of the amenities you can expect on current Amtrak trains, along with some logistical guidelines:

Food: Most Amtrak trains have dining cars or snack bars, or both. Meals have been upgraded and are similar to what you might get at a good neighborhood restaurant, with lunch in the \$2-3 range and dinner

about \$5-6. There's a junior menu for the peanut-butter set, with two dishes just for little ones at each meal. Pub cars, a popular feature on the New York-New England-Montreal run, are scheduled to be added to more routes. These cars offer drink-and-snack diversion.

Sleeping accommodations: These vary slightly with the different member railroads, but will eventually be standardized. All lines offer roomettes, bedrooms, compartments and drawing rooms, with price and size increasing in that order. In all cases, you must travel at first-class fare.

All four categories have sink and toilet facilities. The roomette is designed for a single sleeper, while the others are designed for multiple use.

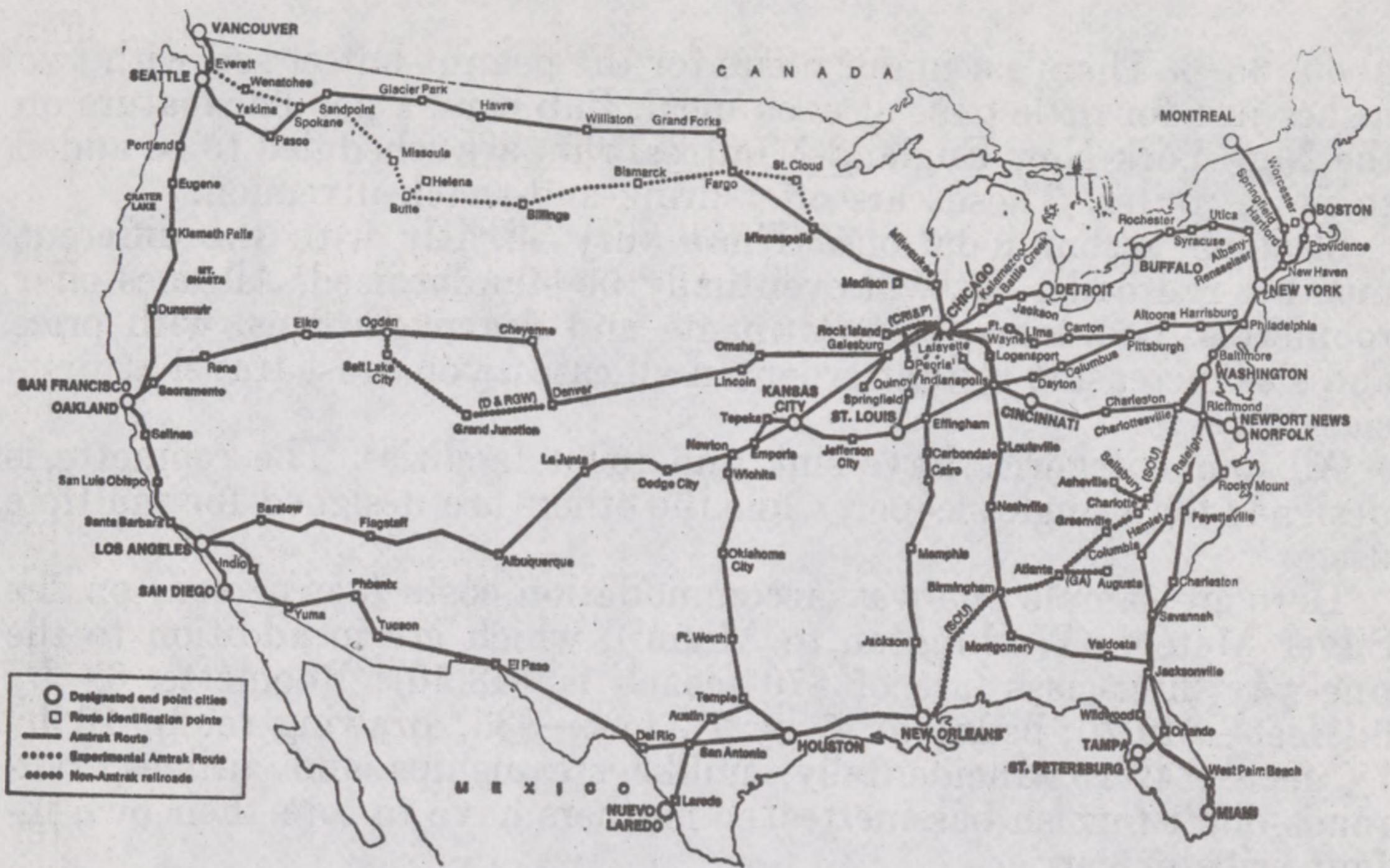
Here are sample one-way accommodation costs (per person) on the Silver Meteor (Washington to Miami), which are in addition to the one-way, first-class fare of \$70 (coach is \$48.50): Roomette, 6½ by 3½ feet—\$19.70; bedroom, 6 by 7½ feet—\$33; drawing room, 10 by 7½ feet—\$49.15. Incidentally, unlike steamships and airlines, railroads don't furnish bassinets, so mothers have to tote their own infant cribs or carrier.

Activities: Florida-bound trains such as the Silver Meteor offer recreation cars with color TV, movies, bingo, a fashion show, reading area, plus activities books and crayons for the small fry. The Broadway Limited to Chicago has a recreation car with cassette piano, movie and TV.

Baggage: Three pieces are permitted for each adult and two for a child, with a maximum family-plan allowance of five bags and 250 pounds.

Information: Amtrak timetables are available at travel agents, at train stations or from Amtrak headquarters, 955 L'Enfant Plaza SW, Washington, D.C. 20024. Tour brochures are available from the tour department, same address. The Washington office can also supply brochures describing "Great Amtrak trains in the West" and "Amtrak's popular Eastern trains." For phone information on fares or tours, call 800-523-5720. Complaints? Write Harold L. Graham, vice president of marketing, at the Washington office. The Metroliner number is 393-0013.

Booking: Tickets may be purchased through Amtrak travel agents (they include most major travel agents; look for Amtrak's arrow-like symbol). Reservations may also be made by calling or writing Amtrak's Washington office. Book as far in advance as possible, especially on popular routes in heavy-traffic periods. Reservations open 120 days in advance on seat and sleeper accommodations. Florida traffic is heaviest in December, January and February. Cross-country traffic hits a peak in June, July and August.



Amtrak's intercity passenger routes.

APPENDIX 3—TABLE 1

ON-TIME PERFORMANCE

"SAN FRANCISCO ZEPHYR"
 Chicago - San Francisco (Train #5)
 San Francisco - Chicago (Train #6)

	<u>Trains more than 6 minutes late (%)</u>	<u>Average Lateness (Minutes)</u>
All of 1972	40.9	<u>1/</u>
January 1973	85.0	173
February	69.0	47
March	73.0	69
April	52.0	96
May	85.0	114
June	90.0	171
July	90.0	122
August	94.0	143
September	57.0	88
October	71.0	83
November	67.0	94
December	82.0	263
All of 1973	77.0	122

1/ Not available

APPENDIX 3—TABLE 2

ON-TIME PERFORMANCE"THE SUNSET LIMITED"

New Orleans - Los Angeles (Train #1)
 Los Angeles - New Orleans (Train #2)

	<u>Trains more than 6 minutes late (%)</u>	<u>Average Lateness (Minutes)</u>
All of 1972	40.8	<u>1/</u>
January 1973	44.4	71
February	29.2	165
March	63.0	158
April	73.1	143
May	61.5	135
June	80.8	156
July	100.0	172
August	100.0	123
September	92.0	168
October	65.4	140
November	52.0	83
December	92.3	167
All of 1973	71.1	140

1/ Not available

APPENDIX 3—TABLE 3

ON-TIME PERFORMANCE

"THE NATIONAL LIMITED"

Kansas City-New York/Washington (Train #30/530)
 New York/Washington-Kansas City (Train #31/531)

	Trains more than 6 minutes late (%)		Average lateness (minutes)	
	30/31	530/531	30/31	530/531
All of 1972	77.5	49.5	<u>1/</u>	<u>1/</u>
January 1973	93.5	50.0	123	107
February	96.4	81.0	97	68
March	93.5	80.8	86	82
April	100.0	100.0	136	136
May	98.4	100.0	120	134
June	98.3	100.0	156	163
July	100.0	96.3	133	120
August	98.4	100.0	147	165
September	95.0	100.0	98	101
October	95.2	96.4	104	126
November	100.0	100.0	100	113
December	98.4	100.0	276	265
All of 1973	97.3	92.0	131	132

1/ Not available

APPENDIX 3—TABLE 4

ON-TIME PERFORMANCE

"THE BROADWAY LIMITED"

Chicago-New York/Washington (Train #40/540)
 New York/Washington-Chicago (Train #41/541)

	Trains more than 6 minutes late (%)		Average lateness (minutes)	
	30/31	530/531	30/31	530/531
All of 1972	60.3	51.5	<u>1/</u>	<u>1/</u>
January 1973	72.6	71.0	63	50
February	72.2	75.9	57	55
March	82.3	87.1	64	65
April	100.0	100.0	76	69
May	98.4	98.4	87	75
June	100.0	100.0	120	110
July	100.0	100.0	144	145
August	100.0	100.0	79	75
September	98.3	98.3	65	63
October	95.2	96.8	60	49
November	95.0	93.4	75	64
December	88.7	95.2	77	81
All of 1973	91.9	93.0	81	75

1/ not available

APPENDIX 3—TABLE 5

ON-TIME PERFORMANCE

"THE FLORIDIAN"

Chicago-Miami (Train #52)
 Miami-Chicago (Train #53)

	Trains more than 6 minutes late (%)	Average lateness (minutes)
	<hr/>	<hr/>
All of 1972	43.2	<u>1/</u>
January 1973	70.2	213
February	72.3	215
March	74.2	266
April	69.0	213
May	71.0	82
June	71.7	106
July	87.1	133
August	93.8	140
September	67.7	70
October	47.6	69
November	57.4	51
December	66.3	138
All of 1973	70.8	141

1/ Not available

APPENDIX 3—TABLE 6

ON-TIME PERFORMANCE

"THE COAST DAYLIGHT/STARLIGHT"

Seattle-San Diego (Trains #11-12)
 San Diego-Seattle (Trains #13-14)

	Trains more than 6 minutes late (%)	Average lateness (minutes)
	<hr/>	<hr/>
All of 1972	44.0	<u>1/</u>
January 1973	84.6	143
February	79.2	117
March	70.4	74
April	96.2	104
May	92.3	79
June	86.0	69
July	73.8	59
August	79.0	75
September	65.0	84
October	40.3	50
November	68.3	84
December	67.7	129
All of 1973	72.0	89

1/ Not available

APPENDIX 3—TABLE 7

ON-TIME PERFORMANCE

"THE PANAMA LIMITED"

New Orleans-Chicago (Train #58)
Chicago-New Orleans (Train #59)

	Trains more than 6 minutes late (%)	Average lateness (minutes)
	<hr/>	<hr/>
All of 1972	79.2	<u>1/</u>
January 1973	100.0	246
February	98.3	156
March	84.6	149
April	84.8	102
May	84.2	90
June	95.2	100
July	100.0	192
August	100.0	186
September	100.0	140
October	90.3	110
November	90.0	88
December	98.4	202
All of 1973	93.8	147

1/ Not available

APPENDIX 3—TABLE 8

ON-TIME PERFORMANCE

"THE SUPER CHIEF"

Chicago-Los Angeles (Train #3)
 Los Angeles-Chicago (Train #4)

	Trains more than 6 minutes late (%)	Average lateness (minutes)
	<hr/>	<hr/>
All of 1972	38.5	<u>1/</u>
January 1973	58.1	154
February	23.2	32
March	30.6	121
April	60.0	93
May	58.1	101
June	55.0	50
July	20.0	64
August	27.4	31
September	21.7	29
October	41.9	136
November	23.3	28
December	59.7	162
All of 1973	39.9	83

1/ Not available

APPENDIX 3—TABLE

ON-TIME PERFORMANCE"THE EMPIRE BUILDER"

Chicago-Seattle (Train #7)
 Seattle-Chicago (Train #8)

	<u>Trains more than 6 minutes late (%)</u>	<u>Average lateness (Minutes)</u>
All of 1972	41.2	<u>1/</u>
January 1973	46.8	141
February	58.9	94
March	37.1	44
April	53.3	41
May	45.2	32
June	88.3	87
July	100.0	123
August	83.9	93
September	55.0	45
October	29.0	31
November	41.7	62
December	58.1	129
All of 1973	58.1	77

1/ Not available

APPENDIX 3—TABLE 10

ON-TIME PERFORMANCE**"THE NORTH COAST HIAWATHA"**

Chicago-Seattle (Train #9)
 Seattle-Chicago (Train #10)

	Trains more than 6 minutes late (%)	Average lateness (Minutes)
	<hr/>	<hr/>
All of 1972	37.0	<u>1</u>
January 1973	46.4	98
February	12.5	101
March	46.2	28
April	69.2	51
May	38.7	16
June	92.3	96
July	100.0	146
August	63.0	70
September	40.0	30
October	25.0	31
November	28.0	30
December	55.6	139
All of 1973	51.4	70

1/ Not available

APPENDIX 4

COMPTROLLER GENERAL OF THE UNITED STATES,
Washington, D.C., January 7, 1974.

HON. HARLEY O. STAGGERS,
*Chairman, Special Subcommittee on Investigations,
Committee on Interstate and Foreign Commerce,
House of Representatives*

DEAR MR. CHAIRMAN: Your letter of September 19, 1973, requests our opinion as to whether, in view of the provisions of amended section 303(d) of the Rail Passenger Service Act of 1970, fringe benefits administratively provided for officers of the National Railroad Passenger Corporation (Amtrak) in the form of free use of automobiles; separation agreements for deferred compensation; group life insurance; travel accident insurance; long-term disability benefits; hospital, surgical and major medical coverage; noncontributory retirement for employees; and free transportation for employees and their dependents on Amtrak trains, constitute legal payments. You also request we advise you as to the annual value of such benefits by employee.

Section 303(d) of the Rail Passenger Service Act of 1970, was amended by section 1 of Public Law 92-316, 86 Stat. 227, approved July 22, 1972, which reads as follows:

That (a) section 303(d) of the Rail Passenger Service Act of 1970 (45 U.S.C. 543(d) is amended by inserting immediately after the second sentence thereof the following new sentence: "No officer of the Corporation shall receive compensation at a rate in excess of that prescribed for level I of the Executive Schedule under section 5312 of title 5, United States Code.

(b) No individual serving as an officer of the National Railroad Passenger Corporation on the date of enactment of this Act shall have his rate of compensation as such officer reduced solely by reason of the enactment of the amendment made by subsection (a) of this section: *Provided, however,* That compensation to any officer of the Corporation in excess of level I of the Executive Schedule, shall be paid only from net profits of the Corporation.

The compensation level cited is that provided by statute as the pay schedule for Cabinet members (currently \$60,000 per year). On the date of enactment of Public Law 92-316 only two officers of Amtrak were receiving compensation in excess of that limitation.

Our examination of the legislative history of Public Law 92-316 fails to disclose anything which would be of assistance, but in view of the fact that the compensation level cited is that provided for cabinet members it should be noted that cabinet members receive benefits in addition to the compensation provided by section 5312 of title 5, United States Code.

For example, 31 U.S.C. 638a, in its limitations (including "official use" among other limitations) on the use of Government motor vehicles or aircraft, specifically exempts the heads of executive departments (cabinet members) from those limitations. Also, cabinet members are subject to those provisions of title 5 of the United States Code which provide for retirement, life insurance, and health insurance. The Government contributes to the cost of these programs. Although cabinet members are among those now excluded from receiving the annual and sick leave benefits provided by law for Government officers and employees, 5 U.S.C. 6301(2)(x), they were entitled to receive such benefits including lump-sum payments for unused annual leave until excluded from these benefits by an amendment to the leave laws. See

33 Comp. Gen. 54 (1953); *id.* 85, 90. Such officials, of course, while in office receive their statutory annual salary, even though absent from duty.

In the absence of some indication that Congress intended that Amtrak officers would not receive similar benefits or benefits at least somewhat comparable to those received by officials in the railroad industry, we doubt that the compensation limitation provisions of Public Law 92-316 should be so construed as to preclude the receipt of such benefits.

In a letter to you dated April 2, 1973, from Amtrak it is stated that the following fringe benefits are normal practice in industry:

- (1) Group life insurance.
- (2) Travel accident insurance.
- (3) Long-term disability benefits.
- (4) Hospital surgical and major medical coverage.
- (5) Non-contributory retirement benefits.
- (6) Free transportation for employees and their dependents on Amtrak trains.

As to this last item it is noted that Public Law 92-316 added a subsection (f) to section 405 of the Railroad Passenger Service Act of 1970 with respect to free or reduced rate transportation by railroad of railroad employees and also included retired employees and dependents within the term "railroad employee" as used in that subsection. This appears to be congressional recognition of this type of benefit.

For the reasons stated it is our view that the value of the above-listed "fringe benefits" need not be considered as "compensation" within the meaning of that term as used in the compensation limitation provision of the above-quoted provision of law. Accordingly it is our view that the above-listed "fringe benefits" constitute legal payments.

Also you specifically refer to the Corporation's alleged practice of circumventing Public Law 92-316 by entering into separation agreements providing for deferred compensation. You note that in the letter to you of April 2, 1973, an Amtrak official stated that the separation agreements "served as conservative adjustment for the changed conditions of employment" (i.e. a salary limitation of \$60,000) and were designated as an inducement to "the top executives to stay with Amtrak notwithstanding that their salary had been limited and opportunity for promotion was nil." You further noted that the preamble to the separation agreements states that the agreement is being entered into because Congress limited the rates of pay for Corporation employees.

As to these agreements Amtrak's letter of April 2, 1973, reads in full:

The enactment on June 22, 1972, imposing ex post facto a \$60,000 limitation on executive salaries created very serious problems for Amtrak. The limitations had the effect of bringing about a breach of faith on Amtrak's part by compelling Amtrak to abrogate actual agreements in two cases and to freeze a number of key executives at their entry salaries in direct contradiction to an understanding with them at the time of their employment. The limitation also had the effect of limiting the salaries of lower level executives because of the need to have a reasonable salary spread between various levels of responsibility. These problems led to the creation of a special committee of the Board—the Compensation Committee (consisting of Mr. Kendall, Mr. Quinn, and myself)—to determine adjustments which should be made to accommodate the Congressional limitation. The Compensation Committee originated a "separation" agreement applicable only to those

top executives who were hired prior to enactment of the Congressional limitation on salaries and who were either hired at salaries exceeding the limitation or hired at salaries less than the subsequently imposed limitation but with firm assurance that as they proved their competence they would be compensated according to the programmed salary range discussed with them when they were recruited by executive search agencies. The "separation" arrangements for those executives who fell within these categories served as conservative adjustment for the changed conditions of employment, but more importantly, they were designed to induce the top executives to stay with Amtrak notwithstanding that their salary had been limited and opportunity for promotion was nil. It was also designed to cause an executive who wished to leave to continue on for an additional period of not to exceed six months in order to accomplish an orderly transition of his responsibilities and to complete assignments being performed by him. * * *

In addition to the above explanation we were informed by the Vice President-Finance of Amtrak, Mr. R. C. Moot, that:

Certain key Amtrak executives were given a contract which obligated them to perform services after their termination from Amtrak. Because of their key positions, it was determined that these executives should consult with and assist their successors during a transition period with reference to significant management issues of Amtrak. Any monies paid out under these contracts will not be paid until the executive has terminated his employment and is performing the required services. As a matter of significant fact, these allowances, although currently being reserved on the corporation records, are not funded and cannot be released until the executive has ceased his employment connection with Amtrak and has complied with the provisions of the Agreement.

These agreements or contracts call for the performance of such services as are necessary to accomplish an orderly transition of responsibilities or to complete assignments after termination of employment for a period not to exceed six months. They also provide that in the event the employee terminates his employment or dies, the Corporation shall pay at the time of separation or death three months salary for each year in which the employee was actively employed by the Corporation, not to exceed one year's salary for a total tenure of four or more years. The agreements state that payment may be made either in one lump sum or spread over a period of not to exceed one year, at the option of the employee.

We regard payments under these agreements or contracts as being of more doubtful validity than the six fringe benefits quoted from the letter of April 2, 1973, above.

To the extent that such payments could be regarded as payments for services performed after termination of employment we are of the opinion that they could be regarded as proper, if the rate of payment for those services is kept within the statutory limitation, i.e., any amount paid in excess of the rate prescribed for level I of the Executive Schedule would be payable only from net profits of the Corporation and to a person whose rate of compensation as an officer had been reduced solely by reason of the enactment of Public Law 92-316. To the extent that such payments might constitute a bonus or compensation for services previously performed but for which compensation could not have been paid at a higher rate because of the statutory limitation, it is our opinion that any such payments would be in violation of the statute.

Enclosed is a schedule showing the salaries and estimated annual values of fringe benefits for selected Amtrak executives.

Sincerely yours,

ELMER B. STAATS,
Comptroller General of the United States.

Enclosure.

SALARY AND ESTIMATED ANNUAL VALUE OF FRINGE BENEFITS
FOR SELECTED ATRAK EXECUTIVES

Employee	Salary	Severance Pay or Deferred Compensation (Note 1)	Leased Cars (Note 2)	Parking (Note 3)	Group Life Insurance (Note 4)	Group Medical Insurance (Note 5)	Travel Accident Insurance (Note 6)	Long-Term Disability Insurance (Note 7)	Retirement (Note 8)	Train Passes (Note 9)	TOTAL
R. Lewis President	\$60,000	\$15,000	--	\$600	\$3,107	\$174	\$12	\$220	\$1,658	\$4,226	\$85,057
J.R. Tomlinson Executive Vice President	60,000	15,000	\$3,044	600	613	174	12	220	1,658	2,545	83,865
R.S. McVecky Vice President - General Counsel/Secretary	55,000	13,750	3,325	600	419	174	12	220	1,650	959	76,117
H.L. Graham Vice President - Marketing	55,000	13,750	3,313	600	1,883	174	12	220	1,658	4,153	80,763
F.S. King Vice President - Operations	55,000	13,750	3,478	600	1,647	174	12	220	1,658	1,161	77,720
G.D. Morgan Vice President - Public and Government Affairs	50,000	12,500	3,110	600	3,794	174	12	220	1,658	1,334	73,402
R.C. Hutt Vice President - Finance/Treasurer	50,000	--	2,953	600	2,523	143	12	220	1,658	2,020	60,129
S.S. Sterns Controller	44,000	--	2,759	600	1,375	174	12	220	1,658	1,367	52,165
J.M. Conell, Jr. Vice President - Procurement and Inventory Control	39,500	--	3,469	600	1,336	174	12	217	1,658	6,882	53,848
K.A. Holzman Vice President - Personnel and Administration	38,500	--	2,993	600	617	174	12	212	1,658	1,488	46,254

Notes on the following pages are part of this schedule.

NOTES TO SCHEDULE

1. Amtrak has agreements which provide that Amtrak shall pay to the employee at the time of separation, or to his estate in the event of his death, 3 months' salary for each year of active employment with Amtrak. Such payment is not to exceed one year's salary. In our estimate of annual value in the accompanying schedule, we have shown the accrued liability applicable to a one-year employment period. As of October 31, 1973, Amtrak's total accrued liability under the contracts was \$178,876, as shown below:

Employee	Number of months of employment	Accrued liability
R. Lewis.....	30	\$37,500
J. R. Tomlinson.....	22	27,500
R. S. Medvecky.....	25	28,650
H. L. Graham.....	29	33,234
F. S. King.....	19	21,774
G. D. Morgan.....	29	30,218
Total.....		178,876

2. As of October 31, 1973, Amtrak was providing leased vehicles, including insurance, gasoline, and oil, for the personal use of nine employees. Limitations have not been placed on the private use of the vehicles by these employees; however, Amtrak pays for gasoline and oil obtained only at the L'Enfant Plaza Exxon station near the Amtrak Headquarters building. We were informed that, for Federal income tax purposes, Amtrak considers the vehicles to be used for private purposes 50 percent of the time and withholds taxes from the employees' salaries on the basis of approximately 50 percent of the rental cost. The amounts shown in the schedule represent total estimated annual costs to Amtrak for vehicle rent, insurance, gasoline, and oil.

Two other leased vehicles, which cost an estimated \$5,035 per year, also are available for use by Amtrak officials. The cost of these vehicles is not included in the schedule.

3. Parking spaces are provided to the listed executives at a cost to Amtrak of \$50 a month each. Other Amtrak employees pay \$20 a month for parking and Amtrak pays the balance of the parking cost.

4. Basic life/accidental death and dismemberment insurance is provided by Amtrak for its employees through the Connecticut General Life Insurance Company, and Amtrak pays the total premium. The coverage for each employee is equal to 200 percent of his annual earnings, rounded to the next lower thousand. Supplemental insurance, in an amount equal to annual salary rounded to the next lower thousand, also is available to the employees, at their option, at specified rates. The amounts shown in the schedule represent the total premium paid by Amtrak for both basic and supplemental insurance allocable to the listed executives, less the amounts contributed by these individuals toward supplemental coverage.

For the fiscal year ended June 30, 1973, Amtrak received a year-end insurance dividend of about \$94,000, representing a reduction of about 52 percent in the premium cost for that year. This dividend was not reflected in our estimate, however, because a representative of the insurance company advised us that a dividend of this size was

rare and that the best estimate of future cost would be the premiums paid.

5. All employees and their dependents are eligible for Blue Cross-Blue Shield surgical/medical insurance coverage. Amtrak pays the full cost of individual coverage and part of the cost of family coverage. Employees contribute \$15 per month toward family coverage. The amounts shown in the schedule represent annual premiums less payments by the employees.

6. When traveling on company business, full-time salaried employees are covered up to \$100,000 under a travel accident insurance policy with the American Home Assurance Company. The policy covers about 3,700 employees, of which about 175 travel on business. Although other factors, such as the estimated number of travel days, also affect premium rates, we estimated the annual value of the insurance by dividing the total annual premium (\$2,100) paid by Amtrak by the number of employees that travel.

7. Under a group policy with Continental Casualty Company, employees sustaining a disability of more than 6 months duration would be entitled to 60 percent of their regular salary, to a maximum of \$2,000 per month, less benefits from other non-private plans. Coverage commences after 30 days employment and Amtrak pays the total cost. The benefits shown reflect the premium cost applicable to each employee's salary.

8. Amtrak employees are covered by the Railroad Retirement Act. Effective October 1, 1973, Amtrak pays 15.35 percent and the employee 5.85 percent on earnings up to \$900 per month. These rates will be applied on earnings up to \$1,050 per month in 1974. If an employee does not meet the requirements for benefits at retirement or death, his accumulated credits will be transferred to the Social Security Administration and applied toward his social security credits.

A proposed pension plan (Retirement Income Plan Trust) under consideration by Amtrak would provide additional benefits for non-union salaried employees, reduced by 75 percent of benefits provided under social security and railroad retirement. The proposed plan, developed by Amtrak's Retirement Committee, would require a minimum employment tenure of 10 years for eligibility. Although Amtrak had not formally adopted this plan, it was accruing a pension liability equal to 3 percent of non-union salaries. As of October 31, 1973, an accrued liability of \$808,819 had been recorded in Amtrak's accounts but a fund had not been established nor a trustee appointed. Amtrak's Retirement Committee planned to nominate American Security and Trust Company of Washington for trustee.

In the schedule of benefit values, we have shown only the estimated cost to Amtrak for railroad retirement based on the contribution percentage and employee earnings applicable as of October 1, 1973. Accrued liability amounts for one year applicable to those officials who could become eligible to receive benefits under the pension plan are listed below.

Official:	Amount
J. R. Tomlinson.....	\$1, 800
R. S. Medvecky.....	1, 650
H. L. Graham.....	1, 650
F. S. King.....	1, 650
S. S. Sterns.....	1, 320
J. M. Cowell, Jr.....	1, 185
K. R. Housman.....	1, 155

9. Amtrak executives and their dependents are entitled to unlimited amounts of free transportation on Amtrak trains, including metro-liners and turbotrains. Executive passes provide for reserved spaces, including bedroom accommodations, but all tickets, including those for dependents, must be obtained by the executives.

Amtrak does not maintain records showing all personal trips taken by employees and their families. Some records were available showing reservations made through Amtrak's headquarters travel office. The dollar amounts shown in the schedule were computed by applying October 31, 1973, fares to personal trips identified for the listed executives on the basis of interviews and a review of the records available at Amtrak headquarters.

NATIONAL RAILROAD PASSENGER CORPORATION
INTEROFFICE MEMO

DATE: February 6, 1974

TO: Sydney Sterns

FROM: Roger Lewis

SUBJECT: _____

Received
FEB 7 1974
Office of the Controller

Gerald D. Morgan officially terminated his employment with the Corporation on December 31, 1973. Mr. Morgan had been employed since June 1, 1971. On December 14, 1972, the Board of Directors approved a contract between the Corporation and Mr. Morgan. That contract provides for the following payment upon termination of employment:

"Three (3) months' salary for each year in which he was actively employed by the Corporation, not to exceed one (1) year's salary for a total tenure of four (4) or more years as an Employee. Such payment may be made either in one lump sum; or, spread over a period not to exceed one year, at the option of the Employee."

Mr. Morgan has requested that he be paid in one lump sum. Would you therefore pay Mr. Morgan in the amount of six months' salary in accordance with the terms of the contract recited above.

Roger Lewis
Roger Lewis

\$25,000.00

paid 3/15/74
JAL

check given to Mr. Sterns
3/15/74

