

important point because I am convinced that no matter how good this demonstration is if we don't have some Madison Avenue hooked onto it we are not going to be successful because we have got to merchandise our product and I mean, in my opinion, really merchandise it, and—

Secretary Boyd. Let me add one more thing: The Pennsylvania Railroad in cooperation with HEW and Labor is putting, I believe, 4,000 of its employees through charm school. This is the kind of thing that sounds funny but it is an indication of the seriousness, and sincerity, on the part of the Pennsylvania to try to see to it that the public feels wanted when they get on the train and that the fellows who work the trains have all the answers about "what's that going on outside," and "where do I get off," and "what time does the 9 o'clock leave," and things like that.

Mr. SPRINGER. Will the gentleman yield at that point? May I say to the distinguished Secretary that if you can get them over at Union Station to answer the telephone you have accomplished a great deal. My wife was on the telephone for an hour, a week ago Sunday, and never did get any answer for just anyone, anybody even picked up the telephone. I finally called the roundhouse and found out what time the train was going.

Some of this at Union Station is outlandish. I hope you won't talk about getting on the train. I hope you will talk about some service to let one know what time the train leaves, and also some ticket sales to improve the situation over at Union Station.

Secretary Boyd. Mr. Lang and I have just delegated this to Dr. Nelson.

Mr. PICKLE. Mr. Secretary, I noticed in an article that came over the wire services yesterday, an AP story or UPI, which wrote of the case of the vanishing passenger train, and the inference was that the railroad companies themselves were shedding no tears over the fact that the passenger train was out of, going out of, existence. Is this a fact? Is this, in your judgment, an improper interpretation of their attitude or is that story an improper interpretation?

Secretary Boyd. Well, that story, as I understand it, was related to the publication by the Association of American Railroads of a pamphlet called, "The Case of the Vanishing Passenger Train" and it was—the wire service story did not provide the same sort of interpretation of what was involved in this pamphlet that I get out of it.

On page 9 of the pamphlet the report says:

Washington-New York-Boston Corridor is an area where there appears to be a growing need for train service. This is talking about passenger trains. "New multiple high-speed trains developed in cooperation with the U.S. Department of Transportation will be introduced on runs this year in an expensive experiment to determine the extent to which the public will support Tokaido-like passenger service." Tokaido is the line which runs between Tokyo and Osaka. "There is a growing belief in some quarters that passenger trains on 200 to 300 mile runs through heavily populated corridors will be an essential part of the overall transportation picture in future years just as commuter trains already are. If this proves true the rail lines will still be there. Broad new equipment designed and developed to meet the needs of these future years can run on these rails. Meanwhile there is nothing to gain and much to lose by continuing these runs with present equipment."

This is not an indication on the part of the railroad industry that they think the passenger service is gone. What I get out of it is they