

Approved: 1/24/95  
Date

MINUTES OF THE HOUSE COMMITTEE ON TRANSPORTATION.

The meeting was called to order by Chairperson Kenneth King at 1:30 p.m. on January 19, 1995 in Room 519-S of the Capitol.

All members were present except:  
Representative Long, excused

Committee staff present: Hank Avila, Legislative Research Department  
Tom Severn, Legislative Research Department  
Bruce Kinzie, Revisor of Statutes  
Ellie Luthye, Committee Secretary

Conferees appearing before the committee:  
Representative Kay O'Connor  
Pat Hubbell, Kansas Railroad Association  
Representative Carl Holmes

Others attending: See attached list

Chairman King called the meeting to order at 1:30 p.m. and called on Bruce Kinzie, Revisor of Statutes, to give an overview of **HB 2006, relating to motor vehicles; concerning personalized license plates, and HB 2046, concerning railroad companies.**

The Chair then opened hearings on **HB 2006** and recognized Representative O'Connor. Rep. O'Connor stated under current law citizens who choose to purchase a personalized license plate are discriminated against in that they are required to display tags on both the front and rear of their vehicles where other Kansas citizens only place tags on the rear of their vehicles. (Attachment 1)

Following questions from the committee, Chairman King closed hearings on **HB 2006.**

The Chair then opened hearings on **HB 2046, concerning railroad companies.**

The first conferee to appear before the committee was Pat Hubbell, representing the Kansas Railroad Association, who spoke in support of **HB 2046.** He stated this legislation had been very successful and has allowed many rail lines in the state to be sold to short line railroads as opposed to being abandoned. He urged support for this bill. (Attachment 2)

The next conferee was Representative Carl Holmes who spoke in support of **HB 2046.** He testified the purpose of this bill was a cleanup of existing KCC Sec. 66 statutes and would change the current statutory language contained in **HB 2046** to pertain only to railroad companies and not other public utilities. He concluded he strongly recommended the reviewing of existing statutes for cleanup and to repeal statutes that are obsolete and it was his feeling **HB 2046** was a part of this review. (Attachment 3) He then stood for questions from the committee.

Chairman King closed hearings on **HB 2046.**

The Chair then invited introduction of bills by the committee.

Representative Shore made a motion to introduce a committee bill which would make it mandatory for Highway Patrol cars to be painted a distinctive two-tone blue/gray and to have a permanent light affixed to the car. This was seconded by Representative Wilson and the motion carried.

CONTINUATION SHEET

MINUTES OF THE HOUSE COMMITTEE ON TRANSPORTATION, Room 519-S Statehouse, at 1:30 p.m. on January 19, 1995.

Representative Dawson requested an update on the transfer of school bus safety from the Department of Transportation to the Department of Education. The Chair agreed and this will be arranged.

The meeting adjourned at 2:05 p.m.

The next meeting is scheduled for January 24, 1995

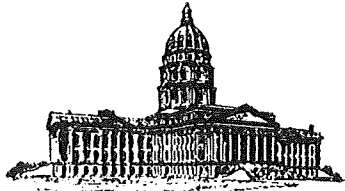


STATE OF KANSAS

KAY O'CONNOR  
REPRESENTATIVE, DISTRICT 14

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TOPEKA

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January 19, 1995

Mr. Chairman and Members of the Committee:

House Bill 2006 was introduced at the request of my constituent, Stuart Kagol.

Under current law, those citizens who choose to purchase a personalized license plate for an extra fee are discriminated against in that they are required to display their license plate on both the front and rear of their vehicle.

This is a nuisance and sometimes requires drilling holes in the front of their cars to accommodate the law.

With this bill, these citizens would be allowed to do as other Kansas citizens do, and place one plate on the rear of their car. The extra plate can be stored or displayed in their home or over their garage door or whatever. Only one sticker will be issued as with other Kansas citizens to insure proper usage of only one valid plate.

I will stand for questions at the will of the committee.

A handwritten signature in cursive script that reads "Kay O'Connor". The signature is written in dark ink and is positioned above the printed name.

Kay O'Connor  
State Representative

KOC/mlld

*House Transportation Committee  
January 19, 1995  
attachment 1*

# KANSAS RAILROAD ASSOCIATION

800 JACKSON

SUITE 1120

TOPEKA, KANSAS 66612-1292

PATRICK R. HUBBELL

913-435-3392

## STATEMENT of the Kansas Railroad Association

Presented to the HOUSE COMMITTEE on  
TRANSPORTATION

The Honorable Kenny King, Chairman

Statehouse  
Topeka, Kansas  
January 19, 1995  
1:30 p.m.

Mr. Chairman and members of the Committee:

My name is Pat Hubbell. I represent the Kansas Railroad Association. I appear here today in support of HB 2046.

This legislation was introduced as clean-up legislation by the Committee on Energy and Natural Resources. The House Committee on Energy and Natural Resources has introduced several pieces of legislation, cleaning up the Chapter 66 Statutes dealing with utilities, common carriers, railroads and their regulation by the Kansas Corporation Commission.

K.S.A. 66-112 was amended several years ago to allow the railroads to close depots and agencies in an orderly fashion throughout the state and move to the system which is currently in place in Kansas. This legislation has been very successful and has allowed many rail lines in the state to be sold to short line railroads as opposed to being abandoned.

I would urge your support for HB 2046.

*House Transportation Committee  
January 19, 1995  
Attachment 2*

**Railroads of KANSAS**

**Key Railroad Statistics and Rank Among the States**

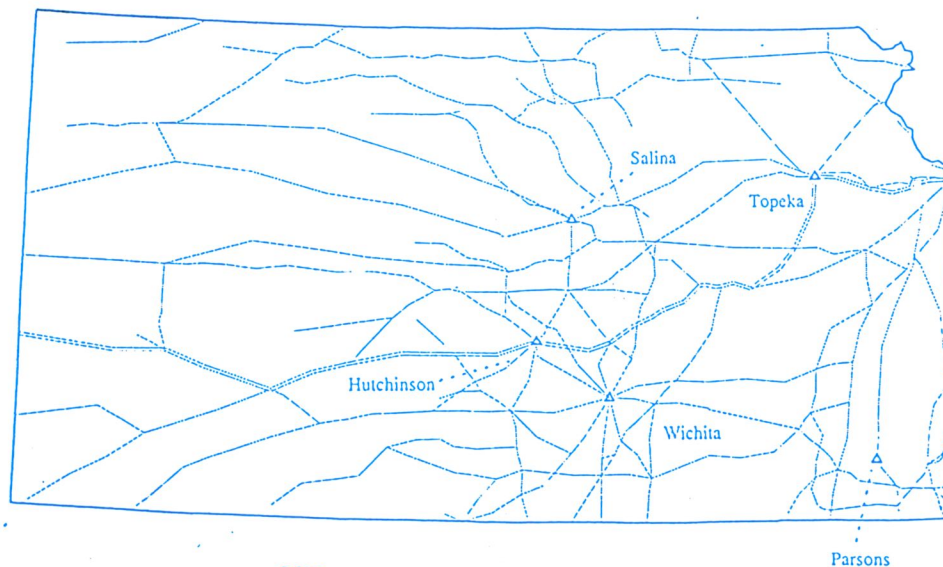
Number of Railroads	16	20th
Total Rail Miles	5,704	4th
Rail Carloads Handled	3,208,284	9th
Total Tons Carried by Rail	187,741,873	9th
Total Railroad Employment	7,178	12th
Total Wages of Rail Employees	\$335,467,400	8th
Average Wages Per Rail Employee	\$46,735	--
Average Fringe Benefits Per Rail Employee	\$17,211	--
Railroad Retirement Beneficiaries	19,100	15th
Payments to Railroad Retirement Beneficiaries	\$172,290,900	15th

**Top Commodities: Rail Tonnage Originated Within State and Percent of State Total**

Farm Products	14,570,130	53%
Food Products	4,994,340	18%
Chemicals	2,066,632	8%
Mixed Freight	1,159,304	4%
Petroleum or Coal Products	1,134,312	4%

**Top Commodities: Rail Tonnage Terminated Within State and Percent of State Total**

Coal	11,328,084	46%
Farm Products	5,291,215	22%
Chemicals	1,626,900	7%
Nonmetallic Minerals	1,541,000	6%
Mixed Freight	905,128	4%



The Railroad Network of

**Kansas**

— Freight Routes  
 = Freight Routes Also Used By Amtrak

# CQ&S Overview

## ***Organization***

- 40 staff employees, including assistant vice president, two directors and team managers
- 237 customer service representatives in Topeka
- 113 field representatives in Eules, San Bernardino, and Pueblo

## ***Vision***

Santa Fe's Customer Quality and Support team provides premier customer services that consistently meet our customers' expectations, thereby creating a competitive advantage.

***This vision will be achieved through:***

### High-performance, self-directed work teams

- Proactive involvement with customers on a daily basis
- Alignment by commodity groups to aid familiarity of customer products and handling
- "Personal railroader" concept, empowered and capable employees
- Focus on problem solving
- One-call service

*more...*

# CQ&S

## Overview *continued...*

### Computerized tools

- User-friendly, leading-edge technology
  - Fast, flexible personal computers
  - Exclusive software developed for Santa Fe
  - Host interactive PC for quick, reliable data
  - Quick response time allows real-time customer service
- Automatic number identification phone system
  - Incoming call recognized and routed to appropriate commodity team
  - Computer screen displays pertinent customer profile information before call is answered.

### Service

- CQ&S Center
  - 24 hours, seven days a week
  - Dial 1-800-SANTA FE for customer service
  - Car orders and/or releases
  - Tracing
  - Phone billing
  - Diversions (carload and intermodal)
  - Overloads
  - Problem resolution
  - Bilingual 1-800 Mexico hotline service

*more...*



# CQ&S

## Overview *continued...*

- Field operations service
  - Generates computer records for train arrivals and departures at terminals
  - Furnishes train crews information for setouts and pickups at intermediate points and industries
  - Generates and completes work orders
  - Processes interchange delivery and receipt of rail cars
  - Communicates with train crews regarding setouts, pickups, departure and arrival information

### Training

- Initial four-week course designed to teach skills necessary to provide superior customer service
  - New technology
  - Soft skills (listening, problem solving)
  - Santa Fe's quality process
  - Customer service skills
  - Interdepartmental communication and expectations
  - Team development and interaction



# Computer Technology

*Santa Fe Railway is recognized as an industry leader in technology. Our Customer Quality and Support software is the latest in client-server technology, providing speed and flexibility.*

## **Features**

- User-friendly, point-and-click applications, tool bars and pull-down menus
- Object-oriented code development with 250,000 lines of code
- Local area network (LAN) with 10 servers and seven bridge machines, 197 workstations, seven printers
- Newest host relational database technology (DB2)
- New host application programs, 70% implemented in past two years
- Twenty million lines of host application code
- Microwave network includes Chicago to Dallas and west to Los Angeles
- 10,000 terminals system-wide with 44 LANs attached to host

## **Process**

- Customer's incoming phone number and PC-based programs trigger customer profile display
- Host system is accessed and downloads records of all current shipments on the Santa Fe for the calling customer

## **Capabilities**

- Faxes data directly from PC
- Displays customer's industry track on PC workstation
- Uses mainframe Transportation Support System's infrastructure with cooperative processing
- Processes 235 million instructions per second
- Accesses more than one trillion characters of data (equal to 289 million printed pages)



# High-Performance Teams

*Santa Fe's Customer Quality and Support center emphasizes team work. Employees are given training and technical support, allowing them to make collective decisions that affect their working conditions and the support they give the customers. Supervisors serve as facilitators and coaches and provide support for team members.*

- Trained in team skills
- Well-defined work
- Broadly defined job categories
- Team controls day-to-day activities through group decision
- Rewards tied to team performance and breadth of skills
- Supervisors/managers assume facilitative and support roles rather than control orientation
- Six to 18 people



# Customer Support Team Functions

## ***Daily customer contact***

- Tracing carload business unit (CBU) cars  
Handling customer calls for current location, ETAs, ETDs, faxing search records of all customers' cars on ATSF
- Directing customer calls  
Making sure customer calls are referred to correct Santa Fe department for handling if Customer Quality and Support cannot assist
- Maintaining customer service log  
Recording calls for interface with CBU logistics and systemic remedy of problem
- Ordering and releasing cars  
Processing customer order and release of equipment for or from loading or unloading, and notification of proper field operations team or transportation personnel
- Receiving and handling switching requests  
Daily orders from customers for carload placement to specific doors (loads and empties), intraplant or interplant movements and various other switching movements
- Processing phone billing  
Handle phone requests for billing  
Fax to Centralized Waybilling Center, release car
- Faxing bills of lading to customers  
Upon request, run waybill and furnish to customer
- Taking shipper car order  
Take order from customer and forward to carload equipment

*more...*

## **Team**

### **Functions** *continued...*

- Providing scale tickets  
Upon request, send scale tickets to customers
- Processing miscellaneous billing  
Handle switching and weighing charges for billing and collection
- Notifying customer of shipment arrival
- Auto-faxing daily carload activity to customers  
Starting at 3 a.m. daily, records of handling are faxed to over 800 CBU and intermodal business unit (IBU) customers

### ***Special handling***

- Diverting cars  
Modify waybill according to shipper request for diversion and assure proper handling thereafter
- Rejecting loads  
If it's a Santa Fe error, handle with freight claim services department  
If shipper/consignee matter (wrong grade, product), handle with shipper/consignee to mitigate loss
- Coordinating repairs with mechanical department
- Working with shipper to reduce weight in overloaded and unsafe cars
- Reconciling billing problems for cars held  
Cars released by customer without waybilling or cars waybilled but not yet ready for release  
Car data vs. billing data non-match



# Training

*“Empowerment comes about only as a result of intense training and in many cases reeducation,” says Tom Shalin, assistant vice president-customer quality and support. “It’s a time consuming, exacting process all personnel of this department will undergo, with a minimum of four weeks of training.”*

## ***Personal Development***

Designed to provide the technical and interpersonal skills necessary to effectively serve customers in a high-performance team environment

Initial four-week classroom course designed to teach skills necessary to provide superior customer service, including the following:

- Leading-edge technology
- Soft skills (listening, problem solving)
- Santa Fe’s quality process
- Customer service skills
- Interdepartmental communication
- Team development and interaction
- Problem solving within a team to resolve customer concerns
- Beginning to end task performance to meet customer expectations



# Field Operations Team Functions

*The field operations team coordinates movement records in conjunction with other departments and other railroads to facilitate the efficient movement of rail shipments to meet customer goals. This requires both written and verbal communication with train crews to ensure completion of customer work orders.*

- Generate computer records for train arrivals and departures at terminals
- Furnish train crews information for setouts and pickups at intermediate points and industries, and generate computer records to complete the assigned work
- Generate and complete work orders for train crews
- Process interchange delivery and receipt of rail cars
- Maintain radio communication with train crews regarding above information



# Santa Fe— Then and Now

Topeka, Kansas, founded in 1854 on the banks of the Kaw River, close to the great pioneering trails of America, has for generations been the home of The Atchison, Topeka and Santa Fe Railway Company. Today, the railway is more prominent in the city than ever before.

Cyrus K. Holliday, credited with founding the city and serving as its mayor, began efforts to build a railroad to the West in 1859. Droughts, the Civil War and financial difficulties delayed those efforts until June 25, 1868, when successful negotiations for construction were completed. A month later, the railway received permission from the federal government to purchase nearly 340,000 acres from the Potawatomie Indians. Resale of the land provided the capital needed by the fledging road.

On October 30 of that same year, ground was turned on Washington Street between Fourth and Fifth streets in Topeka to begin the railroad's construction. The first project completed was a bridge over the river, at a cost of \$50,000, so locomotives and cars could be delivered from the Kansas Pacific Railway. On March 30, 1869, the first locomotive crossed the bridge. In April, the first excursion train carried excited passengers 15 miles an hour seven miles to the end of the rails—Cottonwood Grove, a now-extinct town just south of Pauline, Kansas.

In pre-computer days and before telephones, railway departments operated out of two buildings and communicated via messages sent across a pulley wire strung between the buildings. Today, more than 100 years later, Santa Fe boasts a general office building (GOB) in Topeka of 350,000 square feet; a computer building of 100,000 square feet; and 175 acres in the system maintenance, terminal and shop area, which consists of 31 major buildings.

Recent consolidation efforts have brought many Santa Fe employees to Topeka over the past two years. Currently the city is home to about 2,500 Santa Fe employees. By the end of 1993, the recent transfers to Topeka will

*more...*



## **Santa Fe— Then and Now** *continued...*

have generated 134 new jobs in crew management, 263 in customer quality and support and 300 in the mechanical area for a total of 697 jobs.

While the company's headquarters are in Schaumburg, Illinois, many of the operations are centralized in Topeka, including accounting, customer quality and support, crew management, management services, purchases and materials management, and the system maintenance terminal. Other departments housed in the GOB include law and general claims, communications and signals, a corporate secretary's office, operations support, decision support and systems analysis, asset management, freight claims, human resources, internal audit, police, quality management, and tax. Other operations in the shop area include engineering and technology development, maintenance services, roadway equipment maintenance and transportation.

Santa Fe has come a long way since those first few miles were constructed and its offices were above a crockery vendor on Kansas Avenue. This year, Santa Fe celebrates its 125th anniversary. The company has grown from its modest beginnings in Topeka to reach across the western United States. Santa Fe has always been a major presence in Topeka. It is proud to be part of the city's growth now and in the future.

###

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TOPEKA  
 Testimony presented to  
 House Transportation Committee  
 concerning  
 House Bill 2046

COMMITTEE ASSIGNMENTS  
 CHAIRMAN: ENERGY AND NATURAL RESOURCES  
 MEMBER: LOCAL GOVERNMENT  
 JOINT COMMITTEE ON ADMINISTRATIVE  
 RULES AND REGULATIONS  
 NATIONAL CONFERENCE OF STATE  
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Chairman King, Vice Chairman Myers and committee members, I appreciate the opportunity to testify before the House Transportation committee in support of House Bill 2046. The background and purpose of this bill is as follows:

- I requested private industry to form a task force for the cleanup of existing KCC Sec. 66 statutes. Western Resources took the lead in this effort by working all summer and fall putting this extensive report together.
- The changes in the current statutory language contained in this bill clarify that K.S.A. 66-112, 66-181 and 66-182 pertain only to railroad companies and not other public utilities. You find these changes on pages 1, 3 and 4 of the bill. Several of the changes are only revisors cleanup of style. Lines 6 thru 8 on page three is just a rewording of current law.
- K.S.A. 66-112 was first passed in 1911 and amended last in 1989.
- K.S.A. 66-181 was first passed in 1901 and amended last in 1923.
- K.S.A. 66-182 was first passed in 1923 and has never been amended.

I very strongly recommend that we as legislators, besides passing new laws, must review existing statutes for cleanup and repeal statutes that are obsolete. House Bill 2046 is a part of that review.

I thank you for the opportunity to appear before this committee. Mr Chairman, I stand for questions.

*House Transportation Committee  
 January 19, 1995  
 Attachment 3*