



Amtrak & You

A Successful Combination



All Aboard Amtrak

Beginnings, though sometimes awkward, are adventurous. If selected, you will begin a new job with a relatively young corporation. We expect that you will be curious about Amtrak. And, although many questions about your new position will be answered in your training class, let's get acquainted now. You'll want to know who we are . . . where we came from . . . what we stand for. That's why we've designed this brochure—it's our way of introducing Amtrak to you.

Beginnings

The National Railroad Passenger Corporation, better known as Amtrak, began May 1, 1971. Created by Congress to make some sense out of the vast, separately run rail passenger system throughout the country, Amtrak had an extremely awkward beginning. For years, the public in increasing numbers had taken to the road in the family car or had flocked to the airports. Rising costs and fewer passengers caused most passenger railroads to run seriously in the red. It was a difficult situation . . . both for the railroads and for the passengers.

Yes, the railroad had problems, but there were still people who enjoyed train travel, who regretted the rail downfall. They had rights too. Train travel could offer clean, energy-efficient transportation—and best of all—the convenience of downtown-to-downtown service in many cities. What's more, the rail network already existed. The tracks—even though in need of repair—were there, and so were the train stations. And there were still trains, old as some of them might have been, to carry passengers.

May 1, 1971, it all came together. Congress saw fit to give the rail passenger industry a needed boost . . . Amtrak. Amtrak was created to give the country a modern, convenient, and unified system to rail passenger service.

What Then?

Awkward beginnings . . . What do we do first? Order new trains? Clean up the tracks? Build new stations? One of the first things we did was to decide which routes were necessary to establish a rail system that served the needs of the majority without seriously affecting the minority. It would have been virtually impossible to have maintained all the routes that existed. Once the route structure was established, we sought to make it easier to ride our trains. A computerized reservation and information system was developed. For the first time in America's rail history, a customer could call one number and get nationwide rail information. This system helped bring rail passenger service into the 21st Century.

The Train

Almost immediately, Amtrak began refurbishing old-fashioned, worn out trains. Equipment was overhauled and redecorated. New trains were put on order. Specially designed trains equipped to handle passengers quickly and comfortably were introduced into service. New Amfleet trains replaced trains no longer capable of serving the rail traveler. First available in the Northeast Corridor, Amfleet was a complete turnaround. Well lit, comfortable, and smooth riding, Amfleet showed

the public Amtrak was serious about a rail revival. Now, Amfleet trains are in operation on almost all our short and medium distance routes.

Passengers were also treated to the arrival of the new Turboliners. These sleek turbine-powered trains have the look and ride of the future, but are available for passengers today!

And still to come . . . the Superliner, bi-level trains that will be introduced on our Western routes. The Superliner will be an exciting advance in rail passenger service.

Our Stations

In May, 1971, many of the stations in existence were in terrible condition. Amtrak set out to reverse that problem. When practical, stations were given a face-lift. In other cases, new modern stations were built.

The Tracks

Another problem had been neglected tracks. Some new tracks have been laid to maintain a high level of performance. In the Northeast Corridor, for example, a major improvement program began in 1977. Once completed, trains will be able to travel at speeds up to 125 m.p.h. and traveling time will be drastically reduced. All in the name of service.

Amtrak Service

It adds up to a bright future. We're getting people to think trains again. There is something exciting and special for everyone on our trains. Some people take the train for convenient, inexpensive and comfortable business travel. Other people choose Amtrak for the thrill of seeing the wonders of this country while enjoying the luxury of the train. Some people haven't been on a train since World War I; others take the train every day. In other words, anybody and everybody travels our trains.

Once aboard, your job becomes very important. You will have to represent everything we've been trying to put together. To most of the people riding our trains, *you* are Amtrak. Your appearance, attitude, friendliness and professionalism are vitally important in making the company



work. Amtrak depends on high quality service, and only you can provide that.

The Passenger

People will ask you thousands of questions . . . "Which way to the diner?" "What time will the train arrive?" A question from one of our passengers is never an interruption; each passenger is a V.I.P. In our business of serving others, the human touch is a vital ingredient. Remember, to the people asking questions, you *are* Amtrak.

Patience, courtesy, and teamwork are essential to creating satisfied customers. Your skill in customer relations will be one of your most valuable tools. Amtrak is no place for hermits. Your ability to work with and learn from others will produce a smooth-running operation which, in turn will create a happier experience for both you and the passengers.

The Amtrak Image

Amtrak's colors are red, white and blue and our uniforms reflect those colors. Shortly after you have been selected, your Amtrak uniform will be ordered. Once you begin wearing the uniform, you will be highly visible to our passengers as an Amtrak representative. We're looking for a neat, clean, natural and well groomed image. And we have guidelines so you will know exactly what hair

styles, jewelry and accessories are part of the Amtrak image. You will receive grooming standards which explain all the details.

Amtrak Training

Once selected, your training will begin. We want to provide you with the tools for the job, and your training class will help you develop the necessary skills and knowledge. You will have several weeks of training, some in the classroom and some on the trains. During training, you will work with experienced on board service employees.

Within a short time, you will be a professional member of the Amtrak team—the team that's making the trains worth traveling again!

