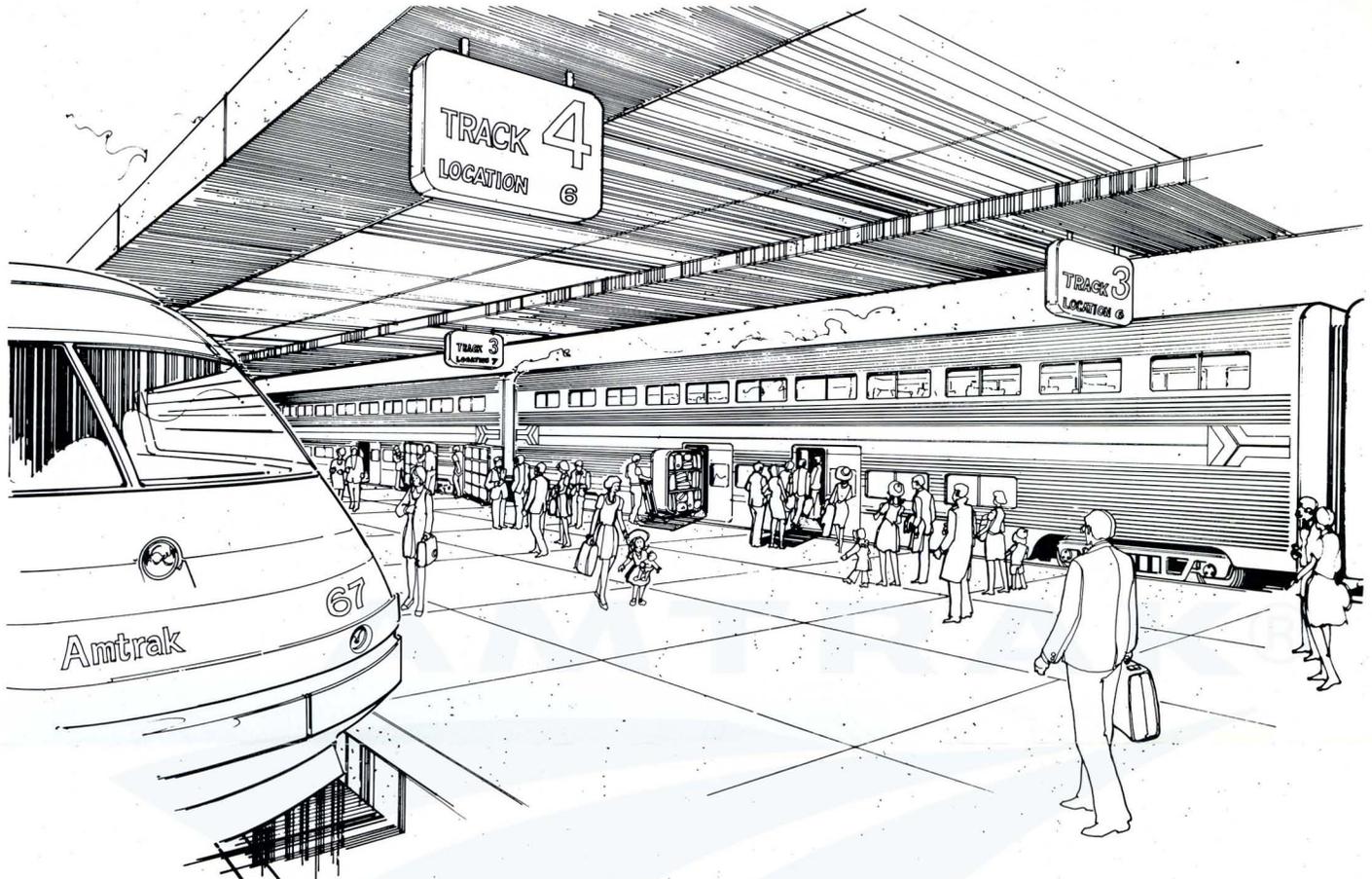


Amtrak NEWS

A NEWSLETTER FOR AMTRAK EMPLOYEES

Vol. 2, No. 8

April 15, 1975



Artist's sketch shows passengers boarding and baggage being loaded on the lower level of the two-level cars.

Amtrak Sets Order For 435 New Cars

Amtrak has placed orders with two U.S. manufacturers for 435 more high-performance passenger cars at a total cost of \$253 million.

The largest new order went to the Pullman-Standard Company, a Division of Pullman Inc. of Chicago, low bidder for a contract to build 235 double-deck, long-distance passenger cars of Amtrak design. The second order is for 200 single-level passenger cars, to be built by the Budd Company

of Philadelphia as an extension of earlier orders totaling 292 cars.

Amtrak President Paul Reistrup said the newly designed equipment "will drastically change the look and the style of American train travel. More importantly, the cars will improve passenger comfort, train

reliability and economics of operation."

Pullman will build the bi-levels at its Hammond, Ind., plant, while the Budd Company will utilize its Red Lion plant at Philadelphia, Pa.

The first of the new Budd cars, which will resemble Metroliner cars but will be pulled by either diesel or electric locomotives, will be delivered in April of this year. The full Budd or-

Turbos to Detroit

See page 8

(continued on p. 2, col. 1)

NEW CARS

(continued from p.1)

der of 492 cars is to be delivered by June of 1977. The first bi-level cars will be delivered in January of 1977.

Route-by-route and train-by-train analyses will permit optimum matching of equipment to routes and customer preferences to meet seasonal shifts and peak demands.

The single-level cars—which can be

configured as coaches, snack-coaches, club cars, diner and specialty cars—are designed for eventual use on all Amtrak trains on the eastern seaboard and in the midwest which operate into New York or Washington where tunnel restrictions prohibit the use of the higher bi-level cars. The bi-level cars, which can be configured as coaches, diners, sleepers, diner-lounges and coach-snack bar cars, will be used on long-distance routes, primarily where

the number of cars per train is currently limited.

Reistrup said the high-flexibility features of both types of equipment will permit Amtrak “to substantially improve the company’s cost-to-revenue ratio.”

He noted that floor tracks—an important design feature—will permit variable seat spacing and other configuration changes which will allow Amtrak to maximize revenue as well as provide varying interior arrangements according to the needs of the market served. He added that because of the need to retire over-aged equipment, the Amtrak fleet will increase about 12 percent over the next five years. With the new equipment on order, however, seating and sleeping space availability will go up by 84 percent.

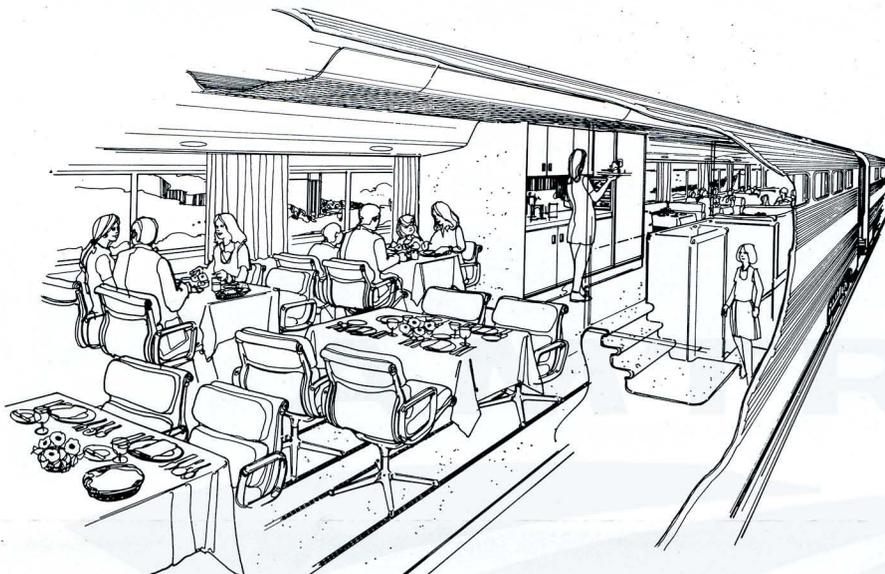
Bi-level Benefits

The Amtrak bi-level will be a new train unmatched anywhere else in the world. The general design incorporates advanced features to greatly increase standardization of both basic structure and mechanical equipment. Reliability and ease of maintenance—major problems with Amtrak’s present aged fleet of cars—are major benefits.

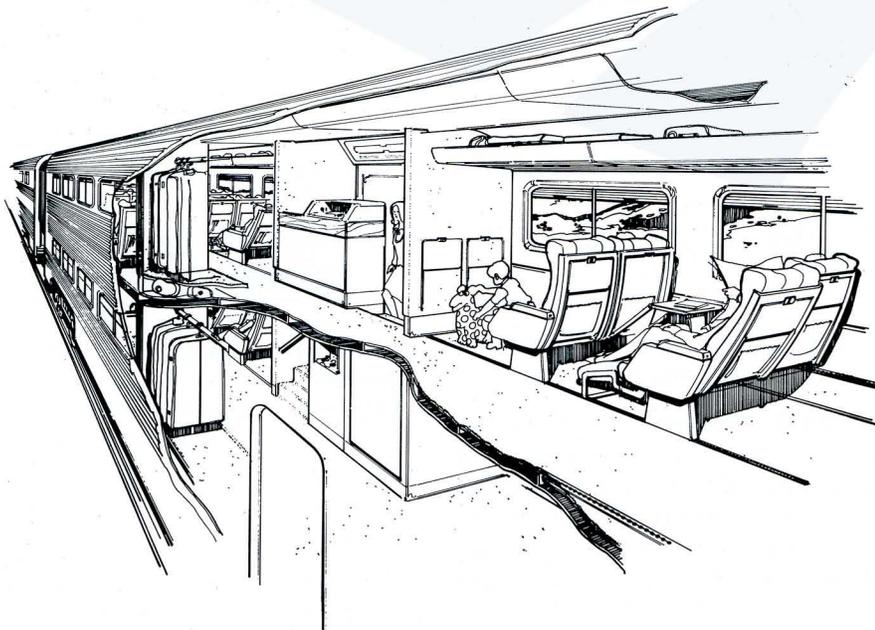
The new bi-levels, with their stairways, double-levels and generous lounge, refreshment and dining area, will provide a train more spacious and varied than ever before possible. Improved air-cushioned suspension systems will give a smoother ride and sound absorbing materials will isolate the passengers from exterior noise and mute sounds within the train.

Because of the bi-level design, more of the passengers will enjoy “dome-car visibility” from their seats and in the dining car. The climate within the train will be electrically controlled and new sound systems will be available for entertainment or for communication with the passengers.

The seats will have considerably more comfort than is available now.



Passengers dine high above the rails, isolated from noise and vibration, in food service area of “bi-level” cars on order.



Artist’s sketch of upper and lower coach sections of new “bi-level” cars.

They will be spaced as far apart as first-class airline seats and have adjustable backs and foot or legrests. Folding tray tables will be mounted behind each coach seat. There will be luggage storage areas above and under the seats and checked baggage areas in most cars on most long-distance trains.

The lower level of the food service coaches will be available as bar-lounges, with facilities providing food operations from beverage service and snacks to full, hot meals at passengers' seats.

Sixty of the cars will be food service cars, some of which will be full diner/lounges where food will be prepared in a kitchen on the lower level and transferred by elevator to the dining area on the upper level. Detailed interior design for the food service cars, as well as the new sleepers (the first since 1956) and a first class "parlor" car will be made public at a later date.

Entry into all the bi-level cars will be through wide central doors on the lower level, rather than the traditional stairway and door at each end. A stairway will connect upper and lower levels.

The entrance of each car will have fold-out ramps, wide aisles and handrails to allow unassisted mobility and access to all facilities by handicapped travelers, including those using wheelchairs.

Single-level Cars

The single-level car purchase—Amtrak's fourth in 18 months from Budd—brings to 492 the number of advanced design, Metroliner-type cars Amtrak now has on order.

The new stainless steel cars all incorporate a number of advanced comfort and convenience features including electric heating and air conditioning, reclining seats with in-

dividual tray tables, newly designed food service areas, improved ride characteristics and the newest federal safety features. All of the cars are capable of being pulled by either electric or diesel locomotives and will be able to operate at speeds up to 120 miles an hour.

Maximum standardization of structure and mechanical components also is a characteristic of the single-level cars.



New stainless steel single-level coaches for use in the east and midwest.

Beech Grove: Amtrak's First Major Shop

Amtrak has officially assumed ownership of the big Penn Central rail car overhaul and repair shop in Beech Grove, giving Amtrak direct control for the first time over its major overhaul operations.

In April 1 ceremonies at the Beech Grove shop, F.S. King, Amtrak's Vice President for Operations, accepted the deed to the facilities and land, which cover 64 acres, including almost 13 acres under roof. The plant is located

six miles southeast of Indianapolis.

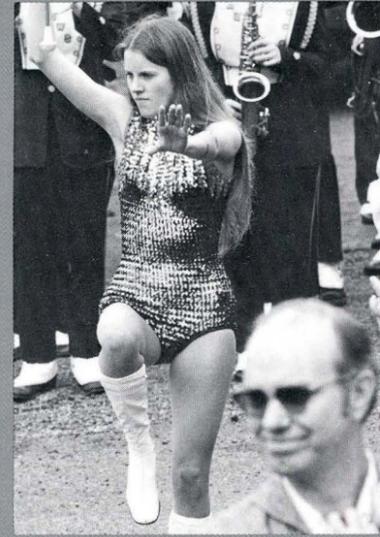
Amtrak plans to make Beech Grove the central overhaul point for cars from all over its nationwide system, and Amtrak will modernize and improve the shop to handle the increased requirements.

Amtrak has already requested bids for a comprehensive engineering study of the Beech Grove facility, and, according to King, "plans to make the plant the most modern and efficient

passenger car overhaul facility in the United States."

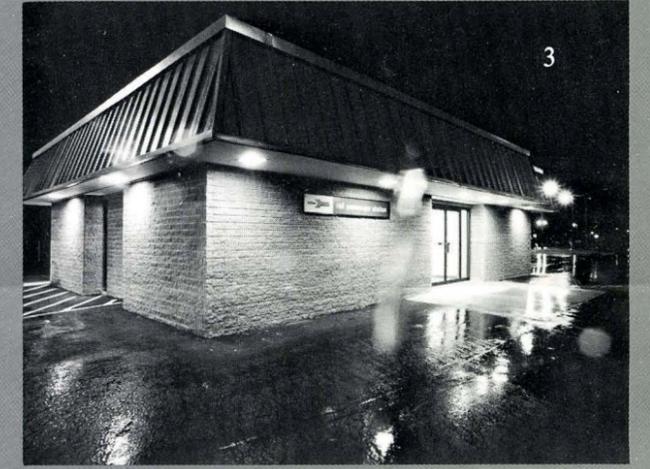
According to King, over 99 percent of the approximately 600 Penn Central employees at the plant voted recently to accept comparable jobs with Amtrak.

Earlier, Amtrak had signed a three-way agreement with the Penn Central and seven shop craft labor unions agreeing on terms of the takeover.



Amtrak's Mountaineer Inaugural March 24

(1) Central Regional Chef James Neal in charge of Mountaineer's Dining Car.
 (2) West Virginia Senator Robert C. Byrd (holding microphone) addresses throng in Bluefield. (3) Amtrak's new Tri-State Station in Catlettsberg, Ky. (4) Washington District Sales Manager Thomas F. Fortier (left), Director of Service Roger Brown, Southeast Regional Director Joe G. Matthews, and Board Member Dr. Edward L. Ullman in lounge car. (5) Amtrak President Paul H. Reistrup (left) with Director-State & Local Affairs Dave Watts.



Letters . . . We Get Letters

Dear Sirs:

When someone is as nice to me as your **Ticket Clerk Myra Wilson** in Cincinnati, I think it is only fair to let you know what a jewel you have in your employ.

I am 72 years old, do not see too well and had to remain in your station for a long period of time. **Miss Wilson** brought a lunch to me when she had her evening break and refused a tip. Then, she helped me onto the train and into my seat. She is a lovely person.

Mrs. Jas. Johnson
Newport News, Va.

Gentlemen:

I have just returned from a tour of Washington-Williamsburg and I have nothing but praise for the service provided by your company and personnel this year.

We departed Jacksonville on the Silver Meteor. Besides having a fantastic car attendant, **Mr. Barry Sullivan**, on board, the Service Supervisor was there if we needed him. Fortunately we didn't. Even leaving Jacksonville an hour and a half late didn't dampen our spirits. We arrived in Washington only ten minutes behind schedule.

Again, let us commend you on the improvements we have experienced and we look forward to many more tours on Amtrak.

George Glossman
Jacksonville, Fla.

Gentlemen:

My wife and I took our first trips on the Amtrak Adirondack train between Rouses Point and Saratoga Springs. Both trains were well equipped, clean and the crew most polite and helpful with baggage, etc.

The northbound trip was most enjoyable in spite of the large complement of passengers aboard. The

Delaware & Hudson crew under **Conductor Joseph Keane** and **Trainman Robert Carlson** were most helpful. An Amtrak employee, **R.A. Alleyne**, was in charge of the lounge and dining area and our trip there was particularly rewarding. We were given every courtesy of a VIP (and all for coach fare). Our ride in the scenic dome car was a high point of the trip.

If this train and the very competent and helpful crew is any criterion, Amtrak is indeed assured of success. We are looking forward to future trips via this means of transportation.

Charles W. Eldridge
Rouses Point, N.Y.

Dear Mr. Graham:

On Sunday, March 2, 1975 I used Amtrak's services on Train No. 4 from Kansas City to Chicago. It was a great trip!

The pleasure was due in large part to the service rendered by Service Attendant **Mr. Eph Burks**. He did an outstanding job of looking after his customers in the dining car, both at breakfast and lunch.

If possible, I would appreciate it if you would convey my thanks to him. He is one of the employees who 'makes trains worth travelling again.'

John P. Scott
Air Line Employees
Association
Aurora, Colo.

Dear Sirs:

Ever since I returned from Los Angeles I have intended to write to express my appreciation for the courtesy shown me by **Mr. Charles H. Kerney** at the station in Salinas.

In order to make necessary connections I had to go from the railway station to the bus station in the 15 minutes between arrival of the train and departure of the bus to Monterey. **Mr. Kerney** offered to see that a taxi was waiting for me upon arrival in

Salinas and undertook to let others on the staff know that when a friend inquired by telephone during the afternoon, arrangements had been made and that I would be able to be where I was supposed to be without difficulty.

The taxi was, in fact, there. I made my connections and since I feel this assistance was above and beyond the call of duty, I wish to express my thanks.

I might tell you that I have now made several trips on Amtrak trains and that I am leaving soon for Seattle and Vancouver. To say that I am satisfied with the service and the accommodation is to understate the case badly.

Mrs. June D. Whitteker
Carmel, Cal.

Dear Mr. Graham:

On a recent business trip to Baltimore, I was unable to locate my briefcase as I left the Metroliner. As I was explaining this to a travelling companion, I was approached by **Mr. Lee C. Payne**, Duty Manager, to ask if he could be of assistance. After completing a form describing the briefcase, **Mr. Payne** suggested that I contact him within two or three hours.

Following dinner at a nearby restaurant, I checked back and found that **Mr. Payne** had arranged for the return of my briefcase. I want to express my appreciation for the prompt, courteous and businesslike manner in which your Manager handled the situation. I was particularly impressed that he was alert enough to approach me and offer his assistance and with the quiet efficiency and courtesy with which the entire matter was handled.

I know Amtrak has to endure complaints from time to time and I think it is only fair that you be informed when someone is obviously performing his job in a highly effective manner.

Thomas J. Gillooly
New York, N.Y.

Keeping Track of Amtrak

Amtrak News: One Year

This, the April 15 edition of Amtrak News, marks the publication's first anniversary. In the past year we've written about Amtrak people from coast to coast, and covered different Amtrak facilities, programs, departments and services. In presenting news we've printed 216 pages, 215 photographs or sketches, and 18 maps.

To assist in gathering and publicizing local material from all parts of the nation, employees are encouraged to send information directly to Amtrak News, 955 L'Enfant Plaza, S.W., Washington, D.C.

Lone Star Mail

Under a new contract with the U.S. Postal Service, Amtrak's Lone Star will begin to carry mail between Chicago and Houston. "Intermediate points served will include Kansas City, Oklahoma City and Ft. Worth," according to Frank Kane, Chief-Mail Sales. The new contract is worth approximately \$300,000 a year to Amtrak.

Timetables

The next new All-America schedule will be dated April 27, 1975.

Reistrup Rides Western Trains

Continuing his policy of "taking a first hand look at Amtrak," President Paul H. Reistrup traveled on trains throughout the west during late March and early April. He also visited Amtrak facilities in Los Angeles. On each of the trains Reistrup talked with crewmen, inspected the condition and cleanliness of cars and checked the stations. He was accompanied on several legs of his journey by newsmen who conducted on-board interviews for major newspapers in the Southwest and West.

On his Western trip, Reistrup rode the Southwest Limited from Chicago to Albuquerque; Sunset Limited from El Paso to Los Angeles; connecting bus to Bakersfield; San Joaquin to Merced; Coast Starlight Salinas to Oakland; San Francisco Zephyr Oakland to Reno and San Diegan from San Diego to Los Angeles.

Along with Western Regional Director Art Lloyd, Reistrup spent a day in Los Angeles touring the reservations office, train station, 8th Street Yard (inspecting arriving and departing trains) and regional offices.

Animals Found in Penn Station Locker



New York Daily News Photo

Russell Shew, a Customer Service Supervisor in New York, looks in on animals discovered in a Penn Station baggage locker. Shew heard sounds while passing, opened the locker, and found three cats and a poodle. The animals had been placed there about 1:00 p.m. and rescued in good health at 5:05 p.m. Their owner later claimed them at the station and was issued summonses charging cruelty to animals.

AMTRAK NEWS

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Chicago-Detroit Gets New Turbos; To Become First All-Turbo Route

The first of four recently arrived French turbine-powered trains went into operation between Chicago and Detroit on April 10. By mid-May, the remaining trains will be in service on the line, making it the first time in American railroading that an all-turbine powered fleet has provided the

full service on one route.

At this time, Amtrak will provide three round-trips daily with the trains over the 279-mile route. The new service will replace the two existing Chicago-Detroit conventional trains, and will add a third trip to the line. The

Chicago-Port Huron service will not be changed.

"The Chicago-Detroit route has done outstandingly well in the past year, with ridership up 51 percent over the previous year," said Amtrak President Paul Reistrup.

The intermediate cities served by the new trains will be the same as those on Amtrak's existing schedule: Niles, Kalamazoo, Battle Creek, Jackson and Ann Arbor.

Since their arrival in the U.S., the new trains have been undergoing pre-service checks and are being equipped with carpeting, food service centers and wide, reclining aircraft-type seats. Other special improvements installed for American service include automatic doors. All heating and air conditioning is electric. The first two Turboliners have compiled a more than 90 percent reliability record in 1½ years of operation between Chicago and St. Louis.



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