

New Bi-level Fleet To Include Sightseer/Lounge Cars

Amtrak's Board of Directors has approved spending \$26.9 million to buy 35 additional bi-level cars, including a new sightseer/lounge car with a window area two and one half times greater than its companion cars.

The new cars will provide lounge service for a number of long-distance routes and increase Amtrak's total bi-level order to 284 cars.

The 25 sightseer/lounge cars share the same general configuration as the other bi-levels. However, their body shells will be altered to provide 39-inch-high windows on both upper and lower levels, compared to the 24-inch-high windows on standard bi-levels. In addition, the cars will feature 27-inch-deep windows that curve into the roof line from the side wall.

The result is a dome-like effect that provides outstanding visibility on the scenic western routes where the cars will operate. Plans call for 46 lounge seats on the upper level, plus 26 seats and a food service unit on the lower level. The food area will provide an alternative to the train's regular diner.

The new cars will have 106,218 square inches of window area compared to 39,000 for a regular bi-level.

The Board also approved funds for an additional four diners and six coach/baggage cars.

The diners, combined with other equipment, will enable the operation of additional train sets over other routes during a substantial part of the year.

The coach/baggage cars are required to fulfill the current checked baggage requirement on the *Empire Builder*, which operates daily between Chicago and Seattle. These cars can

later, if necessary, be converted to full coaches.

The first 235 bi-level cars were ordered in April 1975, and are now under construction at Pullman Standard's Hammond, Indiana, plant. Earlier this year the original order was restructured and an additional 14 cars ordered. This most recent order brings to a total of 284 cars that will be built by PS. The cars will go into service in the latter part of 1977.

These higher-capacity cars will eventually replace 428 older conventional cars on the following routes:

Chicago-Seattle (Both the *Empire Builder* and the *North Coast Hiawatha*),

Chicago-San Francisco (*San Fran-*

cisco Zephyr),

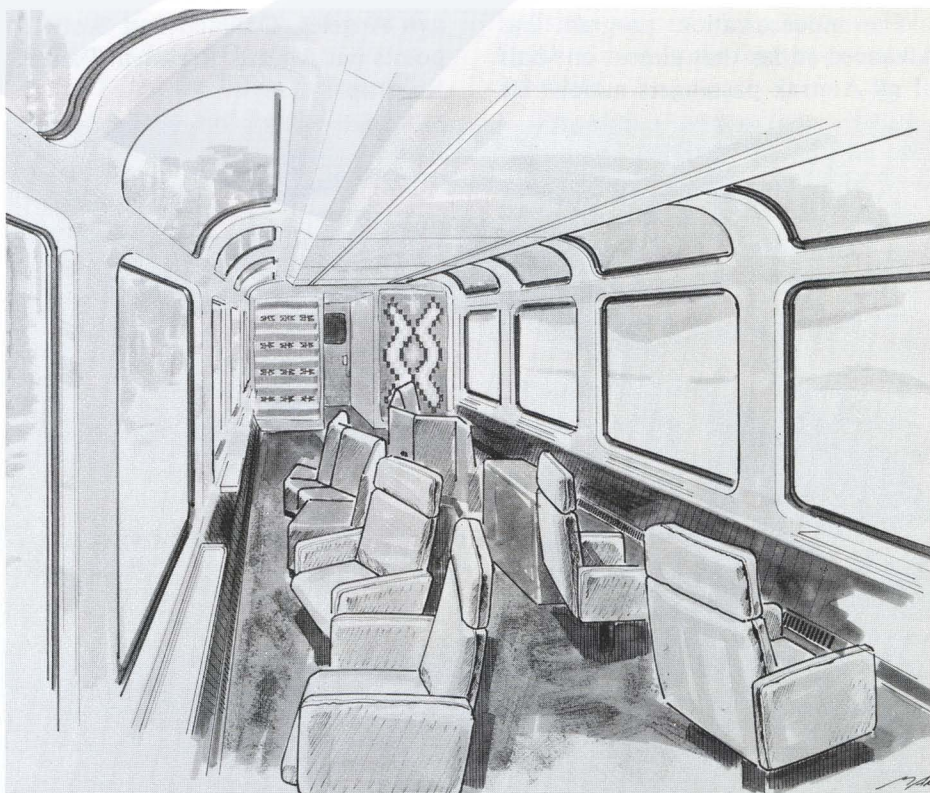
Chicago-Los Angeles (*Southwest Limited*),

New Orleans-Los Angeles (*Sunset Limited*), and

Los Angeles-Seattle (*Coast Starlight*).

Savings in operation will come from lower running maintenance and longer intervals between major overhauls. This will be possible by standardization of components, stainless steel construction and simplified design that includes all-electric heating and air conditioning.

Since fewer cars can carry the same number of passengers, Amtrak expects to save over \$1 million a year in fuel costs.



Artwork By Bill Marks

Sightseer/lounge cars will have vast window space.

Most Short-distance Passengers Now Travel In New Equipment

More than three out of every four Amtrak passengers on short-distance trains are now riding in either new Amfleet equipment or Turboliners that have been purchased and put into service within the last three years.

The new equipment includes the six original French-built Turboliners that first went into service on October 1, 1973; five of an order of seven American-built Turboliners which began service in New York State on August 16, 1976; and some 350 Amfleet cars, the first of which began service on Amtrak on August 7, 1975.

The French-built Turboliners are currently assigned to routes out of Chicago; the American-built Turboliners to Empire Service; and Amfleet cars on short runs all over the country.

Beginning November 15, almost two-thirds of all Amtrak trains that travel 500 miles or less were outfitted with the new equipment.

The modernization program has advanced so far that almost one-half of all Amtrak passengers nationwide



F40PH locomotive, Amfleet cars provide San Diegan service.

are now riding in new trains.

“We have reached a remarkable turning point in that all of our Boston-Washington trains now operate with new Amfleet equipment, as do all short-distance trains out of Los Angeles, Oakland and Seattle,” points out Amtrak President Paul H. Reistrup.

Every short-distance daily train out of Chicago is run with either Turboliner or Amfleet equipment, and most trains in New York State operate with the new Turboliners.

Figures show that 78.4 per cent of Amtrak’s passengers on the short-distance trains ride in new cars designed and placed into service within the last three years. That translates into 22,402 passengers per day on new equipment, versus 6,166 on old.

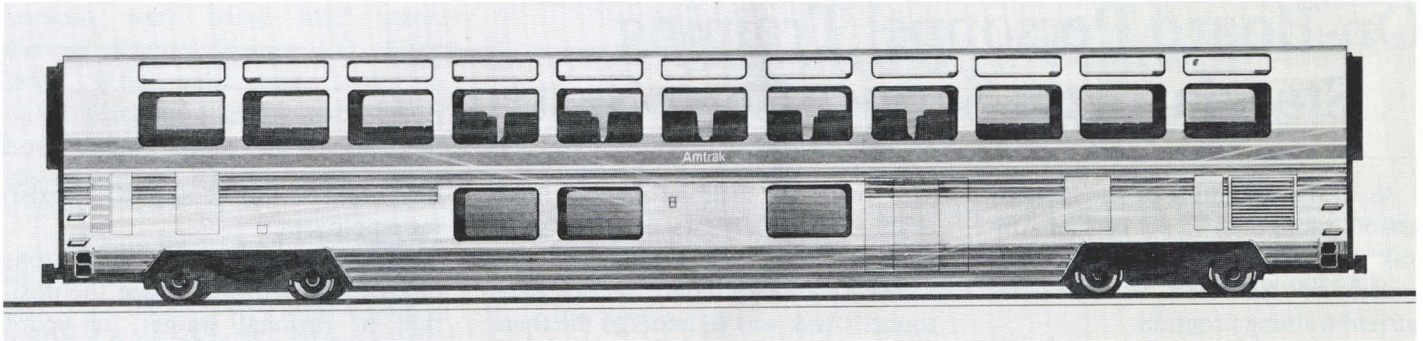
Says Reistrup, “We waited until the overwhelming majority of short-distance riders were comfortably seated in new cars before we reminded everyone that we are living up to our promise to modernize America’s trains.”

Reistrup also pointed out that the current situation is unique. “I can’t think of any other time in history when it could be said that one-half of all intercity train travelers in this country were riding in the best, most advanced cars that technology can provide.

“It didn’t even happen in the post-World War II era when many streamliners were being introduced by America’s railroads.”



Rohr-built Turboliners serve New York State.



Bi-level cars, including Sightseer/lounges, will begin service on western trains next year.

In use, at present, are 350 Amfleet cars and 55 Turboliner cars. They have replaced old passenger-carrying cars that averaged 25 years in age. These were the cars that Amtrak purchased from the railroads when it began operations in 1971.

Amtrak has begun to scrap some of those old, problem-plagued cars.

Does the new equipment help?

Ridership, in September, increased compared to the same month a year ago on routes most recently equipped with new trains.

Examples include Seattle-Portland, up 72 per cent; Los Angeles-San Diego, up 64 per cent; Seattle-Vancouver, up 69 per cent; and Chicago-

Milwaukee, up 29 per cent.

Other figures show that 93 short-distance trains operate every weekday with new equipment and 52 with old, meaning that modern cars are available on 64 per cent of Amtrak's short-distance trains.

Amtrak's Metroliners are not included in the computations since they cannot be categorized as old trains, but neither do they fall into the classification of equipment placed in service within the last three years by Amtrak.

Inclusion of Metroliners would have raised the figures to 58.8 per cent of all Amtrak passengers nationally, and 81.9 per cent of all

short-distance passengers riding in modern equipment.

Long-distance western trains will begin to receive new cars next summer when Amtrak begins to accept the first of its new bi-level cars from Pullman Standard.

Amtrak has spent or committed \$548.8 million in capital funds over five and one half years to purchase a variety of new equipment, including 492 Amfleet cars, 249 bi-level cars, 205 diesel and 26 electric locomotives, and 65 Turboliner cars.

All of the equipment has been received except for the bi-level cars, 145 Amfleet cars and 10 Turboliner cars. All are still under construction.

Trains Operating 500 Miles or Less

New Equipment (Amfleet or Turboliners)		Old Equipment	
Route (Route Miles)	Number of Trains	Route (Route Miles)	Number of Trains
Boston-Washington (456)	12	Chicago-Carbondale (310)	2
New York-Washington (224)	3	Chicago-Dubuque (182)	2
New York-Philadelphia (90)	15	Oakland-Bakersfield (318)	2
Boston-New York (232)	4	Vancouver-Seattle (156)	2
Boston-Philadelphia (322)	2	Seattle-Portland (186)	4
Springfield-Washington (361)	1	Los Angeles-San Diego (128)	8
Springfield-Philadelphia (227)	1		<hr/> 93
New York-Springfield (137)	1		
New York-Albany (141)	4		
New York-Buffalo (438)	2		
Washington-Martinsburg (73)	2		
New York-Newport News (414)	2		
Chicago-Milwaukee (85)	8		
Detroit-Chicago (279)	6		
Chicago-Port Huron (318)	2		
Chicago-Quincy (263)	2		
Chicago-St. Louis (282)	4		
Chicago-Champaign (129)	2		

On-Board Personnel Training

Standardizes Service Over System

As of the beginning of the Holiday season, more than 75 per cent of Amtrak's on-board work force has undergone Amtrak's three-day recurrent training program.

The figure is significant because, as the Jensen employee survey indicated, training is one of Amtrak's important needs, especially in the on-board service area.

The training program stems back to last January when the national operations department held a meeting in Chicago with 12 veteran on-board service representatives. The 12 totaled

325 years of railroad service and channelled their years of experience in the field into their assignment.

The veteran on-board service personnel's task was to undergo the then typical Amtrak training program, critique and evaluate it, and then make recommendations for improvements.

The group suggested that future training be divided into two categories: basic training (five day session) that would be given to all new hires before their actual entrance into service; and recurrent training (three

days) that would be applied to existing employees.

By March, the national operations department had established the position of regional trainer, on-board services. There are now 11 such trainers throughout the system to serve the needs of Amtrak's 13 crew bases.

Recurrent training is comprised of two facets. Personnel spend the first two days in the classroom viewing and learning the Amtrak method of doing things through detailed discussion of Amtrak's *Rules and Instruction Manual*, lectures and audiovisual presentations. Half of the first day is spent stressing customer relations and the need for courtesy, patience, communications and listening when working with passengers. On the third day the "students" go to a consist of three cars (diner, sleeper, coach) to put into practice what they had just reviewed in class.

During this "real life" practical exercise, service personnel make up beds, wait on tables, prepare meals and generally demonstrate their competence in providing quality service.

The ideal of friendly, courteous service is the theme of the entire program. Review of service standards and procedures is designed to insure that Amtrak passengers can expect consistent, professional service on any route in the system.

Says James L. Larson, assistant vice president, national operations administrative staff, "We've standardized the training course so that we have a truly national program. We want to be sure that all services are performed the same way everywhere on the system. A passenger boarding a train in Seattle should be treated the same way a passenger boarding in Miami is, or in New York, or in New Orleans, or at any other point."

In an article in the *St. Paul, Minnesota, Dispatch*, when training



Photos By Sully Doroshov

(Above) Trainer J.O. Sides instructs his class. Left to right are W.F. Hill, Sides, Alfred Williams, A.O. Lee, G.E. Hobscheid and Jake Lynch. (Right) Jewel Russell, left, stresses neatness, efficiency to James Green.



sessions were being held there, Central Region Trainer J.O. Sides said, "What we're doing is not so much teaching sleeping car porters how to make beds, but how to treat passengers as Amtrak wants them treated.

"We want them to serve strawberry shortcake the same way on every Amtrak train, and to know how to pour a bottle of wine correctly, serve a salad, and treat a passenger who has become ill or who has a problem that needs solving on board the train."

Jewel Russell, another Central region trainer, continued, "Back, many years ago, the Pullman Company established rules and ideas for porters that were sort of forgotten in recent decades. We're going back to those. But, we're going to do it the same way on every Amtrak train and our people have to know that."

To set standards for work methods, Amtrak personnel reviewed procedures manuals from all of the railroads that had provided passenger service. Amtrak took the best points from all to blend into Amtrak's *Rules and Instruction Manual*.

Says Trainer Sides, "There's a Burlington Northern way of doing things and there's a Santa Fe way, but we want our people to do it the Amtrak way."

Our Holiday Visitors

The Holiday season means something different to railroad men and women than it does to most people.

For us, the Holidays mean that we probably will be busier than at any other single time during the year. We all know what to expect: crowded trains, crowded stations and many, many passengers who may be traveling on our trains for the first time, or who travel only a few times a year.

This year we will have some new tools to do the job.

The Amfleet series of new cars has been dispersed across the country in really significant numbers. By Thanksgiving, well over 75 per cent of all Amtrak passengers on short-distance routes were riding in new Amfleet or Turbine trains.

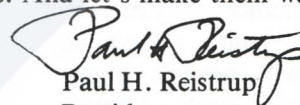
And, if you add the Metroliners, the figures are even more impressive.

New cars are a big help but they alone are not enough. For a train traveler, everything has to work if he or she is to have a good ride—operations, reservations, ticketing, station services, food and on-board services.

Management has to do its part by providing the resources in the right place at the right time.

But, the delivery—along with the little bit extra in courtesy and dedication that makes the big difference—is up to Amtrak employees. Those who are requested to take an assignment should be on the job, with a smile.

Amtrak will be having a lot of people "over for the Holidays" this year. Let's make them welcome. And let's make them want to come back.


Paul H. Reistrup
President

Special Amtrak Ski Week Offered To Employees

Amtrak employees will have a special Amtrak Ski Week to enjoy at Vail, Colorado, April 18-24.

Eligible for the special rates that week are Amtrak employees and their guests. Accommodations for parties of two, four, six or eight will be at the Lion Square Lodge which will have special rates for that period of \$11 per person per night. The only requirement is that each unit be fully utilized. Lion Square will arrange sharing of accommodations, if requested, to assure participants the \$11 per person rate.

Special ski lift tickets will also be cheaper, costing Amtrak employees

and their guests \$8.50 rather than the normal \$11.

Reservations must be made for a minimum of three days, a maximum of seven.

Vail is one of the leading ski resorts in the country with over ten square miles of skiing available. Vail has 74 restaurants and bars, 20 ski shops, one enclosed aerial gondola system, 14 double chair lifts, two triple chair-lifts, sunshine over 70 per cent of the season and 310 inches of snowfall annually.

Lion Square is a full service lodge offering the ultimate in winter resort

facilities. The lodge rests along Gore creek, at the base of the Lions Head ski trails. A large heated pool is available, along with saunas and spacious changing areas.

Interested Amtrak employees can plot their vacation calendar knowing the dates.

More information will be printed later in *Amtrak News*. Information can also be received directly from Lion Square Lodge, P.O. Box 2330, Vail, Colorado 81657.

Nearest rail point to Vail is Denver. Bus service is available from there at \$9.60 round-trip, or employees can rent cars for three hour drive.

Passenger Station Approved For Minneapolis-St. Paul

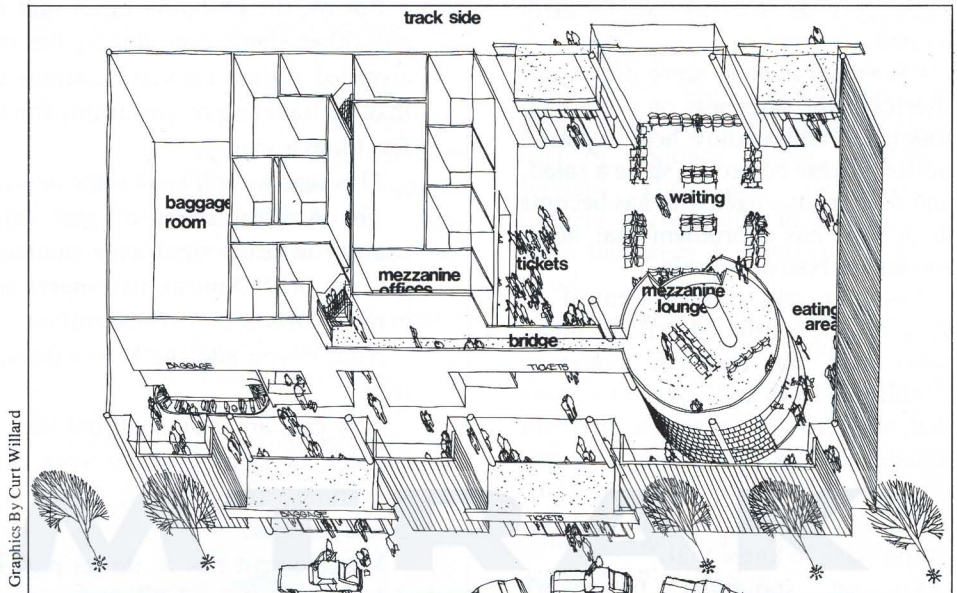
Amtrak passengers will have a modern, convenient rail station serving the cities of Minneapolis and St. Paul, Minnesota, as the result of a joint effort by Amtrak and the St. Paul Port Authority.

Amtrak's Board of Directors, meeting in Washington on November 17, approved leasing for 20 years from the Port Authority a new 15,720-square-foot station to be built between Pierce Butler road and University avenue. The location is just three blocks from Interstate 94, the main connecting highway between Minneapolis and St. Paul, and at the approximate geographic center of the Twin City metropolitan area.

Construction of the new building, which is to be built to Amtrak's specifications, will begin in spring 1977. The new station is expected to be ready for use by spring 1978. Total construction costs for the station will be about \$4.7 million. The Port Authority will finance construction and donate the land, valued at \$372,000, and will provide about \$628,000 in off-site work. Amtrak will lease the building from the Port Authority for 20 years, for an amount to be negotiated. At the end of 20 years, Amtrak will own the facility.

The new station will mean a substantial upgrading of passenger facilities for Minneapolis and St. Paul. Amtrak is currently using the old Burlington Northern station on Hennepin avenue in Minneapolis. The big, old station is in need of expensive repair, poorly located and inconvenient for passengers and operating personnel because of its size, multiple levels and lack of parking.

Amtrak expects to reduce its station costs in the Twin Cities by about 14 per cent annually because of its joint venture with the St. Paul Port Authority. In addition it will avoid expensive major repairs which would



Graphics By Curt Willard

Isometric plan details interior of Minneapolis—St. Paul station.

be necessary at the BN station if it were to continue to be used.

The new station will be a single level structure built at track level. It will include a passenger waiting room, food service and vending area, ticket sales area and baggage area, administrative support offices, as well as track, platforms and canopies and a parking lot.

Minneapolis/St. Paul consistently

ranks among the top 25 locations in the Amtrak system in numbers of passengers carried. Average monthly ridership to or from the present station is about 15,000 and the numbers reach 24,000 during peak months.

Impact on ridership of the new station is uncertain, but the long-term effect of a convenient location, a modern facility and adequate parking cannot help but be positive.

Yalies Amtrak To Harvard Game

Some 800 Yale undergraduate students bound for their annual football showdown with Harvard decided the train would be the ideal way to make the trip, and ordered one of the largest special trains in Amtrak's history.

A ten-car Amfleet train, eight coaches and two Amcafe cars, left New Haven, Connecticut, at 9 a.m., Saturday, November 13, for Boston, complete with 800 football fans.

Amtrak Sales Representative Tim Salvesen of Hartford coordinated the effort, working for weeks with the Yale students who organized the ridership and with Amtrak operations

people who made the train possible.

The special train arrived in Boston at noon Saturday, in plenty of time for the students to get to the game which proved victorious for Yale. The students had requested the train return to New Haven well after the game to allow time for socializing and either celebrating or commiserating, depending on the outcome. The train finally left Boston at 1:00 a.m., Sunday, with a much more subdued cargo of Yalies that had ridden the previous morning.

CBS telecast the story nationally on its Saturday evening news broadcast.

Japanese Railway Experts Visit Amtrak, Evaluate Northeast Corridor Potential

Eight engineering representatives of the Japanese National Railways spent ten days with Amtrak in mid-November riding and evaluating the Northeast Corridor at the request of Amtrak President Paul Reistrup.

Reistrup had asked the Japanese for their technical evaluation of the Corridor while visiting that country's rail system earlier this year. The president of the JNR responded to the request, sending over the team of senior management experts.

Amtrak's Bob Lawson, assistant vice president and chief engineer, coordinated the group's visit and itinerary, which included several trips over the entire length of the corridor and more over specific segments. A series of meetings was then held to discuss ideas and suggestions on upgrading the corridor.

Areas studied included train operations and maintenance, track upgrading, signaling, catenary improvements and new equipment specifications. The express purpose of the technical exchange was to have the Japanese, who have vast experience in high speed train operations, study Amtrak's corridor and, utilizing their knowledge, make suggestions how to improve it.

Suggestions from the Japanese

ranged from creating what might be termed an "ideal" corridor in which Amtrak would not have to share the property with a variety of freight and commuter trains, to more practical considerations such as improved maintenance, and a smoother road bed to make operations more efficient.

Out of all the meetings and dis-

cussions came a general report that was presented Reistrup plus a series of individual, more detailed recommendations on specific items.

All persons involved agreed that the interchange of ideas was fruitful and presented Amtrak an opportunity to benefit from the Japanese expertise in operating high-speed corridors.

Daily Turboliner Service To Buffalo

Amtrak's Rohr Turboliner began daily service between New York's Grand Central Station and Buffalo on Monday, November 15.

The turbine train was substituted for the older, conventional passenger cars on the *Water Level Express*.

Eleven intermediate cities are served by the train including Rochester, Syracuse, Utica, Colonie-

Schenectady, Albany-Rensselaer and Poughkeepsie.

Amtrak now has five of the French - designed, American - built Turboliners. Two more are scheduled to arrive to complete the order.

The new trains went into service on some routes in New York State in September, but service to Buffalo had been limited to weekends.

Three Districts Post Zero Ratio

Miami, Southeast and Twin Cities districts tied for first place for October with a zero safety ratio in the President's Safety Contest.

Central led the other three regions with a 4.5 ratio and Beech Grove and Brighton Park shops went through October without a single injury resulting in a zero ratio for them.

For the year to date — January

through October — Twin Cities leads the districts with a 2.8 ratio, Central leads the regions with a 5.3 ratio and Beech Grove leads the shops with a 3.8 ratio.

The safety ratio is a figure that denotes the number of injuries per 200,000 manhours. Any injury or job-related illness is counted if it requires more than mere first aid.



Japanese, Amtrak officials meet prior to Corridor inspection.

AMTRAK NEWS

Published twice a month for employees of the National Railroad Passenger Corporation and those of participating railroads who are engaged in rail passenger service.

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Matching Funds Offered For Community Station Upgrading

Amtrak has developed a program to encourage community participation in the upgrading of their local railroad stations.

The company has committed \$1 million during the current fiscal year to the program with the understanding that these funds will be matched by local communities for improving their passenger stations. The program is aimed at encouraging a broad upgrading of stations in smaller communities where current levels of ridership do not permit early improvements by Amtrak acting on its own.

Amtrak President Paul Reistrup explained, "Up until now, Amtrak's station projects have been, for the most part, questions of immediate necessity. Scarce funds have gone to fix or replace very costly or deteriorated stations in larger cities.

"By opening station rehabilitation to local participation, we can encourage Amtrak communities to get involved in passenger service. We want them to have a real stake in our future success."

In a letter to mayors of towns on the system, Amtrak officials noted that any station currently used for Amtrak passenger service is eligible for the program.

"The main test for making a project eligible for matching Amtrak funds will be the level of improved service it provides to rail passengers and to the community as a whole," said Timothy G. Brosnahan, Amtrak's director of state and local affairs.

There are some limits to participation, however. To assure that

smaller communities can compete on an equal basis with large cities, the Amtrak portion of any project will be limited to \$50,000, or 60% of the total cost, whichever is less. In addition, all applications must be received by Amtrak no later than June 1, 1977.

"Amtrak funds could be available to complement local rehabilitation projects which include rail station property," said Brosnahan.

Noting that the program is currently funded for only one year, Brosnahan said, "It is our hope that broad community interest will permit its continuation and even expansion in future years."

While Brosnahan's letter was addressed specifically to mayors, participation in joint station rehabilitation projects by locally-based organizations, public or private, is encouraged. Inquiries about the program should be addressed to Amtrak, Department of State and Local Affairs, 955 L'Enfant Plaza, S.W., Washington, D.C. 20024.

Employees to Help

As a result of the station improvement program, various civic and government officials and survey teams will be visiting Amtrak stations in the near future to gather information and make engineering surveys. All Amtrak personnel are asked to offer all courtesies and help possible.



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