Vol. 4, No. 4 March 1, 1977

## St. Louis Station Site\_\_\_\_\_ Finalized At Ewing Avenue Location

At its February 23 meeting, Amtrak's Board of Directors voted to build a new St. Louis passenger station on the previously selected site at Ewing avenue and rejected a proposal to become part of the Union Center development which was to be built at St. Louis' old Union Station.

The chosen site, west of Ewing avenue and bordered by Spruce street and Compton avenue, was first approved last October by the Board after months of study of all possible alternatives.

However, when the developer of the Union Center complex approached Amtrak, in November, with a new proposal based on a substantial cost reduction, plans for the Ewing avenue site were halted to give full attention and consideration to the developer's plan.

Reasons cited for rejection of the Union Station site and selection of the Ewing avenue location were:

- The estimated cost of the Ewing avenue proposal is approximately \$1 million less than the proposal presented by Union Center Ventures.
- The Ewing avenue site offers nine acres more land, at less cost than the Union Center site.
- At Ewing avenue, the station can be designed with less walking distance from station to trains.
- The Ewing avenue site will give Amtrak complete control of construction and operations, rather than have it depend on another individual or group.
- The chosen site is easily expandable, while the Union Center location offered limited expansion possibilities.
- A station at Ewing avenue will have good visibility. One at Union

Center would have been hidden under the Route 40 overpass.

Design and construction planning for the new station will now resume.

Amtrak expects to be able to seek bids for construction by mid-June. Completion of the new station is scheduled for fall 1978.

### **Build Richmond Track Connection**

Amtrak's Board of Directors also approved construction of a \$1 million track connection in Richmond, Virginia, to eliminate a bottleneck for the *Colonial*, operating between New York and Newport News via Washington and Williamsburg.

The action to commit the funds indicates that the Williamsburg train has graduated from an experimental status to a permanent route.

"The significance of the Colonial's ridership growth has not been lost on us," says Amtrak President Paul H. Reistrup. "The Colonial is carrying more than twice the number of passengers carried on the Charlottesville-Newport News train which it replaced."

The new track connection, near

the Brown Street freight yard in Richmond, will permit Amtrak to reduce the *Colonial's* schedule by 10 minutes and allow incremental savings of \$106,000 per year.

The time savings will be in addition to the faster schedules achieved on February 15 when Amtrak speeded up the *Colonial* by 20 minutes southbound and 39 minutes northbound.

Amtrak will contract with two railroads, the Chessie System and Seaboard Coast Line, to construct the connection. Work should begin sometime this spring and will take about nine months to complete. The project involves building 1,657 feet of track and installation of signaling.

### Larson Named Computer Vice President

Donald L. Larson, an executive with an extensive background in electronic data processing, has been named to the newly created position of vice president of computer systems services.

Larson, who will report directly to Amtrak President Paul H. Reistrup, will be responsible for the design, development, implementation and operation of all telecommunications and data processing facilities and services for Amtrak. He will super-

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Donald L. Larson

# Chicago Yard Upgrading Program Authorized By Amtrak Board

A \$6.8 million program to begin modernizing Amtrak's Chicago maintenance yards has been authorized by Amtrak's Board of Directors.

The board voted to begin a threephase program that ultimately will include complete rebuilding of the old 12th Street car yards and 16th Street locomotive shop, which Amtrak took over last year.

The first phase will be finished by next winter, with the entire \$38 million modernization program scheduled for completion by 1981.

When Phase I is completed, there will be five new car servicing tracks, each capable of holding 19 cars. There will also be new platforms adjacent to tracks for servicing and supply. Also, the existing locomotive structure will be extended to permit servicing locomotives under cover. Temporary track and signaling work will be done to keep the yard in operation during construction.

Much of the design and engineering work, as well as the actual construction, will be done by Amtrak's employees.

Amtrak plans to consolidate most of its Chicago operations at these yards.

Chicago is the hub of Amtrak activity in the Midwest, with 10 trains presently dispatched daily from the 12th Street yards. An additional nine trains are dispatched from the former Santa Fe yards at 21st Street. The two yards will be consolidated at 12th Street after the renovation, after which Amtrak will base 600 cars there for regular maintenance.

In addition, 124 locomotives now operate out of Chicago and are currently maintained at 10 separate locations in such diverse sites as Harmon, just outside New York City; Havre, Montana; and Barstow, California. When the modernization program is completed, all 124 — or 43 per cent of

Amtrak's entire locomotive fleet — will be maintained at 16th Street.

While a maximum increase in efficiency will be realized only after the entire project is completed, there will be visible improvement when the first phase is ready.

Years of limited maintenance and neglect have seriously affected the operational and maintenance capabilities of the current car yards which were built back in the early 1900's.

Working conditions will be improved greatly and major increases in productivity will occur with the use of modern maintenance methods. Ontime dispatching of cars and locomotives will be improved.

### Rohrs Begin Montreal Service

Amtrak's display of the Rohr Turboliner in Montreal on February 14 drew a sizable crowd of government and railroad officials interested in the new equipment that replaced conventional cars on the *Adirondack* on March 1.

The train was open to the visitors Monday morning at Windsor Station in Montreal from 10 a.m. until 2:30 p.m., after which the equipment deadheaded back to Albany. Among officials to inspect the new train were Garth Campbell, vice president for passenger marketing, Canadian National Railways and A.R. (Gus) Campbell, general manager for passenger services, CP Rail.

The Turbo attracted several representatives of Canadian Vickers, the Canadian firm that has a license from ANF Industries in France to build a similar turbine train for the Montreal-Windsor corridor. French National Railways personnel were there to see the Rohr-built train, and French Consul General Henri Dumont also toured the new cars.

The new Turbo will offer a pleasant contrast to the older equipment passengers on the route were accustomed to. Passengers should also be attracted to the train by the new weekend round-trip \$27 excursion fare being offered between Montreal and New York.



Turboliner-equipped Adirondack waits for passenger in Montreal's Windsor station.

# Adequacy Of Service Bureau Aids Travelers During Cold Spell

The record-breaking cold weather in January, that forced Amtrak to suspend eight trains for up to a month and delay or terminate many others, inevitably caused inconvenience to many train travelers. That inconvenience was minimized, to a large degree, by the efforts of Amtrak's station and ticketing personnel, the reservation centers and the adequacy of service bureau, which went on 24-hour alert for the three worst weeks of the weather crisis.

Manager of Quality Assurance Dennis Vorbau anticipated that the unusual problems brought about by the

#### All Trains Restored

With the restoration Shenandoah service between Washington and Cincinnati on March 1 & 2, all eight train routes. suspended back January because of the severe weather conditions equipment shortages, are back to normal. The James Whitcomb Riley and the Panama Limited will continue to operate with Amfleet equipment for the present time.

weather-caused train suspensions would create a heavy demand on his department. With the support of staff volunteers, he began manning the bureau from 9 a.m. until 11 p.m. each night. Volunteers also worked eight-hour shifts on weekends, and at all other times the reservations operations control (ROC) room at Bensalem CRO had a number where both Vorbau and his Supervisor of Consumer Relations Fred Weiderhold could be reached.

This special 24-hour coverage of customer problems was maintained for three weeks. The bureau went back to routine hours as the myriad problems finally came under control.

The majority of situations requiring a solution from Vorbau and his staff concerned U.S.A. Rail Pass holders, whose traveling privileges were for specified time limits and thus most affected by train cancellations.

Example: A family of five called late Friday night from Birmingham, Alabama, where the Amtrak station had been closed with the suspension of the *Floridian*. They had been enroute to Jacksonville using U.S.A. Rail Passes.

At the time, Greyhound hadn't begun accepting the passes as part of an agreement with Amtrak. It looked as if the family might be stranded. Greyhound, after some discussion, agreed to accept the family's passes and the group was sent on its way.

At one point, another passenger had to leave the *Floridian* at Nashville because of illness. By the time he had recovered and was ready to resume his trip, the train had been cancelled. He contacted the bureau and arrangements were made to provide him with alternate bus transportation.

One other example: A woman and

six children traveling on U.S.A. Rail Passes were stranded in Erie, Pennsylvania, enroute to Disneyworld. The passes were about to expire when the *Lake Shore Limited* was cancelled because of the weather. Amtrak persuaded the woman to postpone her trip until next June at which time it will honor her rail passes.

Available written policy covers most situations that required attention by Vorbau's staff, but the unusual operating and weather problems prompted many station agents and ticket personnel to check with headquarters for assurance that they were doing the correct thing for passengers.

Vorbau is pleased with the manner in which problems were dealt with. He's also grateful to the many field personnel and volunteers that made the 24-hour coverage possible. Says he, "No passengers were truly stranded without some form of alternate transportation or accommodations, as far as I know. We tried to be very human in solving our passenger problems."

### Naughton First Top Salesman

Jack Naughton, senior sales representative, Chicago, has been chosen as Amtrak's "Salesman of the Month" for January, the first in the six-month-long contest.

Naughton's activities to gain the honor included a variety of sales efforts.

For one, he held a meeting with 20 members of the Deltona Corporation's sales force to familiarize them with Amtrak service to Florida. As a result, Deltona's people now feel they can promote Amtrak service as a way to get people to come to Florida and view their property. Because of Naughton's presentation, local advertising promoting train service was done at no cost to Amtrak.

In another area, Naughton convinced World Travel to run some trial ads featuring the U.S.A. Rail Pass in a Chicago Swedish-language newspaper. The ad was the first step in what could be a program to reach the various ethnic groups in the Chicago area.

During January, Naughton also signed up three more magazines to use Amtrak express service to ship their product to market, including such destinations as Omaha, Cleveland, Cincinnati, New York and Washington,

Naughton's sales figures from travel agents for last December more than doubled compared to December (Continued on Page 7)

# Engineering Teamwork Contributes\_\_\_ To Turboliner Maintenance Facility

Amtrak's Turboliner maintenance base, currently under construction in Rensselaer, New York, is only the second such Turbo facility ever built and the first such major undertaking developed from the ground up by Assistant Vice President and Chief Engineer Bob Lawson's in-house staff of engineers.

Since Amtrak's Board of Directors first gave the go ahead for the project in December 1975, work has moved along smoothly and on schedule through its first two phases. It is now in the third and final phase, that of equipping the building shell with the necessary facilities and machinery to Turbo perform and diesel maintenance. That it is still on schedule, despite the hardships imposed on construction crews by this past winter's severe cold, reflects upon the thorough planning that occurred during the early stages of the project.

The job began with a team from the engineering design and construction group going to the Rensselaer area to conduct a site survey of possible locations for the new base. Once a location, that was both available and geographically convenient, was picked, preliminary site engineering data was gathered, a feasibility study made, and user criteria compiled from every department within Amtrak that would have a stake in

the base once it was operational.

User criteria defined exactly what the facility would have to be able to do to satisfy each department. This included how many Turbos it could service at one time, how sophisticated a car washer would be needed, what level of maintenance would be reguired and what maintenance levels would be acceptable for the building itself. These and a host of other requirements were suggested and the design and construction department, under Herb Gall, assistant chief engineer, set about drawing up the plans and specification requirements for the building.

Jim Michel, engineer for design, was in overall charge of the design stage of the project. His staff developed the plans and specifications for every aspect of the construction phase. For one thing, the building had to be convertible to other types of maintenance if the need ever arose.

Gerasimo Borneo, architect, had to create a building shell that was simple to maintain, economical to heat and ventilate, and be cost-effective to construct. It also had to be attractive enough to avoid being an eyesore to the neighboring community. The finalized design has succeeded on all counts.

The building was designed to accommodate two complete Turboliners at one time. It also

needed additional bays for servicing diesel locomotives, and had to provide space for offices, support shops, storage and heavy, roof-mounted cranes.

Tariq Farooqi was the civil engineer on the project and responsible for soil analysis and the structural design of the building. Requirements he had to accommodate were numerous and complex. The building, for example, had to provide a drop pit that extended over two stories into the ground. Farooqi also developed specifications for the overhead cranes, which will be specially built.

Environmental Engineers Bob Noonan and Carl Smink designed the pollution control facilities so they would minimize fuel spillage, and also collect, separate and treat drained oils and chemicals to a level that could be fed into the local sanitary sewer system. This follows a recent mandate from Amtrak President Reistrup that "Amtrak will be a good neighbor wherever our facilities are located."

Mechanical Engineer Ed Montanez's contribution was designing the heating, ventilating and air conditioning systems. Included is an energy recovery system that recaptures 65 per cent of the exhaust air heat and then re-uses it for additional heating. Because of the fuel savings inherent in such a system, many industrial shops over the country have retrofitted older buildings with this feature. Amtrak's new facility is the first railroad shop designed with this feature already built in.

Electrical Engineer Mike Dinolfo's area included lighting, power, standby power for trains, switch heaters and site lighting. Borneo also drew up plans for the interior space such as offices and a conference room and Architect Marvin Kagan designed the landscaping.

The effort and expertise put into



Rensselaer's Turboliner base has been under roof since early February.

the design phases of the Rensselaer project guaranteed that construction engineers, once they began would encounter a minimum number of problems in the field. Also, the ability of the engineering department to generate the entire design "in house" saved Amtrak nearly \$250,000, plus a full year's time.

By June of last year, a zoning change was applied for and granted, a contract signed and construction begun. Engineer of Construction J.J. Williams is in charge and Project Engineer George Pearson coordinates and manages the overall effort from the Washington headquarters. He has responsibility for the on-site progress and handles contracts and budgetary paperwork.

Charly Tluchak is Amtrak's senior construction representative and resident engineer on the construction site. Williams and Pearson helped in the development of the original plans and specifications with which they now work and are responsible for coordination with all contractors. involved railroads governmental agencies. Tluchak, on the other hand, deals with the day-today schedule and its problems. He also manages, at the field level, contacts with contractors, local railroad people and state and county authorities.

While the construction phase of the building went along smoothly, it wasn't without some interesting problem of its own.

The site on which the completed building now stands was once a Boston and Albany railroad shop area. Several shops had been built on the site over the years, as indicated by several turntable pits. Ashes, cinders, waste coal and other combustible materials were dumped there over the many years. Underground fires have burned at the site for the past 40 or 50 years, dieing down each winter, then reigniting in the spring when the water table receded.

Before construction could begin, Amtrak had to remove over 3,000 cubic yards of still-burning material, plus old concrete building foundations and slabs. The land was then restored with new land fill. Amtrak also had to demolish the remains of the old B&A shops, including footings, roundhouse walls and power plant foundations.

With construction came the need to relocate power transmission lines, to cover telephone cables and some sewer lines already on the property.

The building has now been completely enclosed since early February and work is moving along on the construction of work bays, drop table pits and other interior facilities, in spite of minus 20 degree weather, when wind chill factors of minus 70 degrees were common.

While work is going on, a temporary maintenance facility for Turboliners was erected near the new building. Under the supervision of Paul Baker, maintenance head, the



Resident Engineer Charly Tluchak, right, discusses progress with Phil Herbert, maintenance foreman.

men service Turboliners from trackside and a work pit open to the weather. Forced hot airblowers help but the maintenance personnel are happy that next year they will be working in a brand new and modern facility.

If the schedule continues to be met, Herb Longhelt, assistant chief engineer for maintenance of way, and his track forces, will have the structure's tracks completed and connected to the Conrail mainline by next fall. At that point the new building will go into operation.

Amtrak has also designed a new car washer which is to be built into the new facility. Its design was developed in house over a 15-month period. A patent for the washer has been applied for by Amtrak.

The New York Empire Corridor is an important and growing one for Amtrak. The capabilities of the new Turbo maintenance base should go a long way toward keeping the trains running efficiently. It will be an impressive testimonial to the capabilities of Amtrak's complement of professional engineers.

(This was the second article highlighting Amtrak's engineering staff's accomplishments in celebration of National Engineers Week, February 20-25.)





# Equal Employment Opportunity Procedures Formulated For Employee Grievances

Thirty-seven Amtrak employees, scattered throughout the nation, have recently assumed new duties as Equal Employment Opportunity (EEO) Regional Coordinators and EEO District Representatives for Amtrak's Equal Employment Opportunity Program.

Baggagemen, ticket clerks, supervisors and secretaries are just a few examples of the variety of Amtrak employees who fill the EEO positions and will spend 20 to 25 per cent of their work time on EEO matters. Their chief responsibility will be to handle equal employment opportunity questions from employees and management. District representatives have been selected and positioned at numerous facilities to make them easily accessible to employees and regional coordinators are located in centralized locations, oftentimes in regional headquarters.

Procedures for filing discrimination complaints under Amtrak's Affirmative Action Plan have recently been developed by the personnel department at corporate headquarters in Washington. Samuel W. Colston, manager-EEO programs, believes that the detailed procedures will

handle employee complaints about discriminatory practices on matters such as wages, promotions and opportunity for training thus alleviating the need for aggrieved employees to seek the help of outside agencies.

"This does not mean employees cannot go outside for help," Colston stressed. "By law, they always have that right but we hope an employee would go through this internal procedure before he took such action."

These procedures cover all employees and require supervisory action and involvement as well as goodfaith cooperation from the complainant.

The first step for an aggrieved employee under the complaint procedure is to contact his or her district representative. The EEO district representative discusses the situation on an informal and confidential basis with the employee and ascertains whether or not the problem is a matter of a company-union agreement and whether the supervisor or other management employee who is directly involved has been contacted. If not, the employee is urged to attempt resolution at this

basic point first.

After the complainant has discussed the alleged complaint and attempted to resolve the employment problem with the concerned supervisor and has still been unsuccessful, the employee decides whether he or she wants to file a formalized complaint. If so, a Personnel Practices Complaint Form is made out and a copy is sent to the location manager.

If the complaint is deemed valid the district representative presents the employee with his options, analyzes the complaint and develops a plan of inquiry. He then collects and analyzes data concerning the complaint, makes recommendations and discusses these with the location manager and the concerned supervisor.

If the matter cannot be resolved within 60 days, the EEO district representative prepares a summary of his investigation and forwards it, along with the Personnel Practices Complaint Form to his or her EEO regional coordinator and to the manager of EEO programs.

The EEO regional coordinator then swings into action. He or she acknowledges receipt of the complaint to



Amtrak's Equal Employment Opportunity Committee meets in Washington. Left to right, front row, are Karl Matthews, former member, now director of personnel, Northeast Corridor; Rose Platt, regional coordinator, Central region, member; Walter Cruse, regional coordinator, South/East region, member; Paul Reistrup, Amtrak president; Sam Colston, manager, EEO programs for Amtrak, member; Virginia Gepner, manager, CRO, Bensalem, member; Lynn Berberian, manager of administration, Los Angeles, member; and Shirley Rollins, administrative assistant to vice president, personnel and administration. Top row, left to right, are Matt Green, counsel, Washington, member; Carl Brown, president, Mandex, Inc., EEO consultant; Ken Housman, vice president, personnel and administration, committee chairman; Peggy Schaffer, Mandex, Inc.; and Roger W. Brown, assistant vice president, personnel, member.

the employee and to the EEO district representative and informs the regional personnel manager and regional vice president that the complaint has been filed. The regional coordinator then conducts a supplemental inquiry and attempts to negotiate a resolution agreement between the complainant and the agent. If the matter still cannot be resolved, within

an additional 30 days, the EEO regional coordinator sends a summary of his investigation to the vice president of personnel and administration, who, in turn, informs the complainant of his decision.

All employees are encouraged to meet and become familiar with their district representative and regional coordinator.

### **Regional Coordinators**

Chicago Jacksonville **New York** Philadelphia San Francisco Rose Platt Walter E. Cruse Mary Marino T. Michael Jackson F. Jack Wood

Timekeeper Regional Chef

Administrator, On-board Services Supervisor-EEO Benefits Regional Manager,

**Budget & Cost Administration** 

### **District Representatives**

Albany **Baltimore** Beech Grove Bensalem **Boston** 

On-board Service

Northeast Corridor **Brighton Park** Chicago On-board Service/

Commissary 12th Street Yard CRO/Station

Denver Detroit Jacksonville CRO

On-board Service/ Station/ Commissary Los Angeles

8th Street Yard CRO On-board Service/ Station/Commissary

Miami Minneapolis/St. Paul New Haven **New Orleans** New York Northeast Corridor

On-board Service CRO/Penn Station Oakland Richmond Seattle

St. Louis Tampa/St. Petersburg Washington Headquarters On-board Service/ Station/Commissary

Wilmington

Anthony V. Zizzi Earl W. Harris, Sr. Robert W. Badger Betty L. Fleming

William A. Kehoe

John A. Veldhoven, Jr. Electrician

Albert W. Horvath Jera L. Slaughter

Dan. A. Gardner

Kelly Kreller Allen D. DeVries

Nancy L. Dowling Patsy Pauline

Jack Coffino Carlos Hernandez Lynn Obert

J.H. "Smitty" Smith Richard Travis, Jr. Diane E. Laird Charles Bartholomew Service Attendant

Lloyd Cadogan Gary Lee Cheryl Felfoldy Lou Johnson John A. Sookins, Sr. Mary Curry Claude Fuhr

George Royal Sam Thompson Margaret C. Edmondson

Patricia Hostutler

District Supervisor Machine Operator

Manager, Administrative Services

Supervisor

Operations Supervisor, On-board Services

Michael J. Buonanni Cost Analyst, Administrative Assistant

Commissary Worker

Carman **Ticket Clerk** Baggageman

**District Supervisor of Operations** 

Supervisor Crew Assignment Clerk

Car Clerk Supervisor Secretary

Lead Timekeeper Service Attendant/Maitre'd Personnel Administrator

Usher Timekeeper Secretary Baggageman

Lead Redcap & Baggageman **Ticket Clerk** 

Station Supervisor Ticket Clerk

General Supervisor, Train Earnings General Supervisor, On-board Operations

Secretary

#### VICE PRESIDENT

(Continued From Page 1) vise approximately 200 employees.

For almost 20 years, Larson served United Air Lines in various staff and line management roles. including assistant to the airline's president, director of its passenger services computer systems and, finally, as head of all computer and telecommunication services United. Since leaving United in mid-1973, Larson was president of the Denver Technological Center and, more recently, headed his own telecommunications consulting firm in

Born in rural Minnesota, Larson attended the University of Minnesota before his appointment to the United States Naval Academy where he graduated in 1945 with an engineering degree. During the 1965-66 academic year, he was a United Air Lines-sponsored fellow in Stanford-Sloan MBA Program at Stanford University in Palo Alto, California.

#### SALESMAN OF MONTH

(Continued From Page 3)

1975. He's also been active in getting travel agencies appointed as Amtrak agencies. When he returned to the sales force from a former position as regional administrator, his territory had only 31 appointed agents. It now has 53. Naughton has been with Amtrak since November 1971.

#### **AMTRAK NEWS**

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> **NEWS STAFF** Ed Wojtas, Editor John Jacobsen Gavle Fedrowitz

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### Mobile Travel Center Takes To The Road

Amtrak salesmen have taken to the highways with a specially outfitted 27-foot-long motor home designed to bring the message of what train travel is to about 2,000 travel agents along the Eastern seaboard.

F. Paul Weiss, Eastern regional sales manager, kicked off the promotional program the last week of January in New York. The mobile "Rail/Road Travel Center" will take Amtrak's story to important retail travel agents, chambers of commerce, local news media, shopping centers and commercial accounts in 18 states between Montreal and Miami.

The van's prime purpose is to visit suburban travel agents and groups that have difficulty getting to train stations to see trains first hand because of their locations.

The interior of the mobile travel center has been outfitted to show visitors a typical train interior. The center also houses a slide show, actual train seats, a dining car set up, plus all the literature and forms needed to help travel agents sell rail travel.

During its trip down the East Coast, the mobile office will be under

control of district sales manager for 12 days each. Sales representatives will actually drive the vehicle between locations.

First in line for use of the van is George Cleland, in Boston. The mobile center will be turned over, as it moves south, to other district sales managers, including Ed Murphy in New York, Tom Sabo in Philadelphia, Kathy Hartz in Washington,

and Ron Rhodes in Orlando.

Initial response to the traveling display has been so good that the marketing department is thinking of extending the program to the rest of the country.

The motor home was provided Amtrak by Travco Corporation, and is similar to one of the vehicles used in Amtrak's "Roamin Holidays" tour package in Florida. In that program passengers step off the train and into a motor home that awaits them at the station to continue their vacation in Florida.



F. Paul Weiss, regional sales manager, New York, shows new mobile travel center to Bernice Rosmarin, president, New Jersey chapter, ASTA, along with Bill Keim, manager of sales, New Jersey.

Amtrak

National Railroad

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