

RIGHT: The U.S. Navy Band plays a fanfare during the special press event at Washington Union Station on January 15, 1969.

BELOW: Senator Pell addresses the invited guests at the special luncheon held at 30th Street Station in Philadelphia on January 15, 1969. Pell's action on Capitol Hill led to the eventual creation of the Metroliner project.

BOB WATSON PHOTOS



GARY FARMER COLLECTION



Designed by Bob Alocca (PC Manager of Special Projects), sculpted by Jorgen Danvold, and produced by the Franklin Mint, solid gold coins were issued to President Johnson, Secretary Boyd, and PC Chairman Saunders to celebrate the Metroliner launch. Invited guests received silver editions, while nickel alloy coins were given to first-day riders and were made available for purchase as collector's items. GARY FARMER COLLECTION

the new service knew its only chance for success was by providing a high level of customer service. The training effort would include about 3,000 train and engine service employees, station personnel, dining car service personnel, and mechanical employees. Instead of the typical model where management trainers conduct classes, the railroad launched a program well ahead of its time. The Penn Central selected 46 employees to be trained to then train their co-workers.

Al Buchan, who managed the "train the trainer" program, remembers two big challenges. "The cars themselves were

a very sophisticated quantum leap up from what we had. Any time you take multiple new technologies and combine them with a new vehicle, the probably of problems rises exponentially." The other big problem Buchan remembers was instilling a positive customer relations mentality in the people working for the railroad. Nevertheless, most Penn Central employees understood the importance of the Metroliner to the future of the company and the future of the passenger train, and Buchan feels that the training was generally successful. The training of 3,000 employees was completed on