

THE  
ATCHISON, TOPEKA AND SANTA FE  
RAILWAY COMPANY

PANHANDLE AND SANTA FE  
RAILWAY COMPANY

WESTERN LINES



INSTRUCTIONS  
FOR THE GUIDANCE  
OF  
CHAIR CAR ATTENDANTS  
AND  
TRAIN PORTERS

*1957*



The Atchison, Topeka and Santa Fe Railway Co.  
Panhandle and Santa Fe Railway Co.

Instructions For The Guidance of  
Chair Car Attendants and Train Porters

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Chair Car Attendants and Train Porters are required to be courteous, respectful and considerate in their dealings with passengers, giving them politely any information desired and using every endeavor to contribute to their pleasure and comfort. They should bear in mind that they are the Company's representatives and impressions left with passengers regarding their conduct and Santa Fe service are lasting.

(1) Provide yourselves with a copy of these instructions and have a copy with you while on duty.

(2) Familiarize yourselves with location of bulletin books and bulletin boards and check current bulletins and special instructions when going on duty.

(3) Chair Car Attendants will register in book provided for that purpose on arrival and departure.



(10) See that all passengers are seated as promptly as possible after train leaves station, notifying Conductor if not able to provide seats for all. If seats are not available, passengers should be so notified when boarding train.

(11) (a) So far as practicable, hand baggage should not be placed in the aisles. Heavy hand baggage or packages should not be allowed in overhead racks where there is danger of falling. The stowing of baggage must be accomplished in such a manner as to prevent hazard.

(b) Special instructions are in effect for handling baggage on high-level cars with which you should familiarize yourselves and be governed accordingly.

(c) Baggage checks must be kept in box and stored in equipment locker.

(d) Render all assistance possible when necessary to transfer passengers from one car to another.

(12) (a) Carry with you while on duty the latest System passenger department folder, study it and be able to answer questions of passengers in regard to schedules, connections, etc. In case of doubt, obtain correct information from Conductor and advise passenger promptly.

(b) Be constantly on the watch for opportunities to assist passengers and show a willingness to serve in any way possible.

(c) When portable tables are furnished passengers, they must be returned to proper storage space in car assigned after each use. On lockers so equipped, safety bars must be replaced.

(d) Keep a supply of Western Union blanks to which are attached two receipts. Passengers wishing to send messages should be furnished one of these blanks. Have operator to whom message is delivered fill in both receipts showing the amount paid, destination of telegram, where filed and date. One receipt must be delivered to the passenger and the other retained. Western Union blanks for use of passengers desiring credit are also available on all trains.

(e) You must not be absent from your assigned cars, except when performance of duty so requires. Congregating in one car or visiting with passengers or with each other is positively prohibited. Neither are you to occupy seats in dome cars.

(13) Passengers must be cautioned in a courteous manner when endangering themselves by imprudent exposure. Any failure to



accept such warning shall be reported to Conductor immediately.

(14) (a) Shortly before reaching a station at which a train is to discharge passengers, pass through each of your assigned cars and announce twice distinctly the name of the station, cautioning passengers not to forget their packages or baggage. Make certain sleeping passengers who are to detrain are awakened.

(b) When train schedules provide that train will remain at station ten or more minutes, announce in chair cars so passengers may detrain if desired. Before departure, care must be exercised to prevent leaving any passengers.

(c) At junction points, announce name of the junction and which car, if any, will be cut out, and relocate any passengers not detraining at that point.

(d) Station announcements will be omitted between the hours of 10:00 PM and 6:00 AM, when in the judgment of the Conductor they are unnecessary, but should there be any passenger to detrain, you must inform such passenger or passengers.

(15) (a) Leaving vestibule traps open while side doors are closed is prohibited. When

a passenger train is standing to meet or be passed by another train at a station where no passengers are to be received or discharged, the vestibule doors must be closed on the side on which the approaching train is to pass, unless a member of the crew is in position to prevent passengers from alighting.

(b) Side and trap doors of vestibules must be kept closed when train is in motion, and must not be opened for discharge of passengers until train stops at station. Keep vestibule curtains fastened. Safety hand rails in vestibules of cars so equipped will be kept in closed position while train is in motion.

(c) End gate must be in place at forward end of leading passenger-carrying car and at rear end of train, also at ends of cars where cuts are made while switching occupied cars.

(16) (a) When opening vestibule doors at stations, wipe both sides of vestibule, outside vestibule door, bottom of vestibule platform and hand holds. Rags or waste must be kept in receptacle in step box.

(b) In loading and unloading of passengers, step box must be used when necessary. Step boxes, when not in use, must be placed against the inside of vestibule door.



(c) Platforms and steps are to be kept clear of snow and ice, using a small amount of salt if necessary.

(17) (a) The doors of all passenger cars in service must be unlocked while train is in motion.

(b) Toilets must be locked when train is standing at the larger stations, or when more than ordinary station stop is made, or where otherwise required by special instructions.

(18) In chair cars, one single sack for trash should be placed inside of closet at one end of car. Trash sacks must not be left in rest rooms or in body of car. Sacks should be emptied in containers which are provided for that purpose at division or intermediate terminals.

(19) (a) Cars must be kept clean and tidy. Cars, including vestibules, rest rooms and lounges must be swept, floors mopped, window sills, and other places cleaned as often as necessary.

(b) Keep the white and metal surface of drinking fountains, dental bowls, cuspidors, lavatories, inside and outside of hoppers, ash containers, mirrors and table tops, clean.

(c) Disinfectant should be used in cleaning whenever necessary. Two Dixie cups of geranium-formaldehyde solution will be added to standard pail of scrub water. Remove trash from receptacles frequently and do not allow used drinking cups and used paper towels to accumulate.

(d) In complying with these instructions, discretion should be used to avoid annoying passengers.

(20) See that towel, drinking cup, soap and cleansing tissue containers are supplied at all times. On trains where cloth towels are provided they must be folded in a "V" and a sufficient supply stacked neatly on the shelves in both the men's and women's lounges. Paper towels should only be placed in dispenser provided for that purpose. If dispenser is out of order or missing, a single package should be placed on the shelf.

(21) Lockers must be kept neat and orderly and surplus supplies kept therein. Electric lockers must not be used for storage.

(22) (a) Maintain proper temperature in cars. Conductors' attention must be called to any trouble which develops in ventilation, lighting, supply of water and ice, cooling and



heating of cars, music or radio systems, or any other condition which may require attention at intermediate or final terminal.

(b) Lights are to be used with proper economy and dimmed as much as consistent after 10:00 PM.

(c) During the winter months, cars in trains arriving at terminals or points where they are to be taken out of trains should have the manual heating valve placed in automatic position and not placed in off position.

(d) When the air in car is stale the car damper should be completely opened or in No. 3 position. This should be done on all cars regularly at night and the first thing in the morning and at such other times as deemed necessary.

(e) Passenger equipment will be aired out at three hour intervals beginning at 6:00 AM and ending at 9:00 PM, and each period of such airing should not exceed three minutes.

(f) Lightweight and air-conditioned heavyweight chair cars are not equipped with auxiliary fans, excepting a few cars in series 3000-3058. If failures occur two windows can be raised in each end of the cars, and in addition should open the upper half of the vestibule

doors at one end and the upper half of the vestibule doors on the adjacent car, to provide some circulation of air.

(23) In the absence of instructions to the contrary, where trains terminate, you should pass through your assigned cars and collect articles of any kind which may have been left by passengers; articles found should be labeled with date, train number, car number and name of finder and turned over to the agent to be returned to the owner.

(24) (a) Before entering rest-room or women's lounge you must knock on the door, and while occupying same, keep the door blocked open.

(b) Remove cap while passing through dining cars when meals are being served, except when impractical to do so when engaged in the transfer of luggage.

(c) Do not enter business or private cars except in discharge of duties and avoid, as far as practicable, disturbing occupants.

(25) Except as provided in special instructions, passengers, or other than authorized employes, must not be permitted to enter baggage, mail and express compartments of cars.



(26) (a) Conductor's attention must immediately be called to personal injuries, accidents or any situation requiring first aid.

(b) Information concerning accidents or personal injuries occurring to persons who are not employes, must be given only to authorized representatives of the Company or an officer of the law.

(27) Conductor must be consulted regarding operation of radio equipment. Recorded music will be played in accordance with Circular 61-S.

(28) The following equipment will be carried in the locker of the head chair car on all trains having four or less chair cars; and additional set will be carried in the rear chair car on all trains having more than four chair cars, except on the El Capitan where a set of equipment will be carried in each car:

- 1 - Mop
- 1 - Mop bucket with wringer attached
- 1 - Ventilator stick (not required on lightweight equipment)
- 1 - Disinfectant (one-gallon jug)
- 1 - Sawdust or commercial sweeping compound (2-gallon container)
- 1 - Broomstick (36" long)

(29) (a) On trains having chair cars with carpeted floors, one Bissell sweeper will be carried in the locker of each two chair cars except that a Bissell sweeper will be carried in each chair car on El Capitan trains. In cleaning chair cars with this sweeper, work from the front to the rear. Use small broom to whisk bits of refuse from the wall or the base of the seats, then use the carpet sweeper to pick it up.

(b) Buffet and lounge car attendants should be permitted to use the Bissell sweepers to clean the diners and lounge cars.

(c) When going on duty, check to see that equipment and supplies listed in Items 28 and 29 are provided. Any shortage will be reported to train conductor, who should wire ahead for whatever supplies needed.

(30) In addition to the above equipment, each chair car attendant or train porter will be supplied with and should carry the following:

- 1 - Small broom with short handle
- 1 - Ordinary broom
- 1 - Whisk broom
- 1 - Dust pan, short handle
- 1 - Can Cleanser



- 1 - Sponge
- 1 - Fly Swatter
- 1 - Towel box key
- 1 - Small wedge shaped block of wood
- 1 - Supply of rags or waste
- 1 - Leather and canvas bag

When not in use, this equipment must be kept in the locker provided for this purpose.

These instructions do not dispense with the observance of rules for train porters as set forth on Form 2625 Standard, "Rules Operating Department"; nor for chair car attendants as set forth in Form 2626 Standard, "General Rules for the Guidance of Employes".

G. R. BUCHANAN  
General Manager

Amarillo, Texas  
January 1, 1957.