

DISPATCH



Convenient parking

Rail car storage serves customer needs

Iowa Pacific Holdings' excess track capacity translates to customers' gain. Responding to fluctuating industry trends and an increasing need for rail car storage, Vice President-Real Estate Development and Car Storage Todd Cecil has spearheaded the effort to accommodate more customers while continuing IPH's core focus, serving the needs of railroad freight consumers.

"Due to the cyclical nature of demand for certain types of railroad freight service, there are times when rail car owners and lessees are searching for locations to store unused equipment," he said. "In addition, new regulatory requirements have rendered certain types of rail cars obsolete. These two forces have combined to increase demand for unused rail cars to near historic levels, causing car fleet owners and lessees to scramble to find places to store unused portions of their fleets."

IPH accommodates customers of various needs through options for longer-term "first in, last out" storage and switchable storage. The company operates

numerous attractive and strategic car storage locations, including some with multiple Class 1 railroad interchange capabilities. These locations are conveniently distributed throughout the U.S. and serve the needs of various industries. The properties are described on the IPH website at iowapacific.com/services/railcar-storage.

IPH has completed transactions to store nearly 7,000 rail cars and has physical capacity to store an additional 5,000. It also plans to upgrade its storage business by investing in construction of new yards and sidings to provide customers additional capacity and switching flexibility.

"To this point, we have been successful in attracting car storage business to our properties, but we still have a long way to go," Cecil said. "But the real credit goes to our local rail operating forces, all of whom are doing a fantastic job managing the additional carload volume. Ultimately, it all boils down to providing quality service to both our storage and freight customers."



How may we serve you?

For more information about how Iowa Pacific Holdings' storage arrangements may benefit you, please contact Todd Cecil at 210-844-4621.

Rail services offered

- Rail car storage
- Rail freight service
- Rail transloading
- Freight car repairs
- Rail passenger services
- Real estate leasing and sales
- Freight logistics
- Fleet management
- Locomotive and car leasing
- Track maintenance and repair

We cover the continent

- Chicago Terminal Railway
- Massachusetts Coastal Railroad
- Mount Hood Railroad
- Rusk, Palestine & Pacific Railroad
- San Luis & Rio Grande Railroad
- Santa Cruz & Monterey Bay Railway
- Saratoga & North Creek Railway
- Grenada Railroad
- Piedmont & Northern Railroad

Regions served

- South-central Colorado
- Northern Illinois
- Western Oregon
- Northern New York State
- Central California
- Southeast Massachusetts

How can we help you?

118 S. Clinton St., Suite 400
Chicago, IL 60661
312-466-0900 (voice)
312-466-9589 (fax)
Steve Gregory, executive VP marketing
sales: gregorys@iowapacific.com

RailFlow provides dispatch solutions

Iowa Pacific Holdings Network Operation Center signed its first contract Sept. 15 to provide dispatching services with two short line railways — Seminole Gulf Railway and Bay Colony Railroad.

Such short line railroads cannot afford to host a full-time dispatch office and must limit train crews to operating at restricted speed. This can be confining to rail operations when attempting to move freight as efficiently as possible.

“Providing our dispatching services enhances productivity, allowing trains to move faster and more efficiently,” said Chief Dispatcher Sam Peterson. “Through market research, we know we can offer our services at a better rate than our competitors.”

Although the idea of marketing dispatch services originated several years ago, it was not until an arrangement with Mineral Range Railroad that RailFlow, a wholly-owned IPH subsidiary offering railroading services to short line railroads in need of all-in-one service, came into being. Peterson, Superintendent Hugh McConville and Sales & Marketing Manager Stephan James identified the need and devised a plan to help other short lines across the country. Since then, the RailFlow team has aggressively marketed Iowa Pacific’s unique expertise.

“We have the resources in place already with our own Network Operations Center,” McConville said. “Hosting a full-time dispatching

center can be a huge cost burden to a smaller railroad. We are able to provide them that service at a fraction of the cost.”

The Network Operations Center includes five full-time dispatchers and one chief dispatcher who provide 24/7 service. During the bustling passenger season and peak freight hours, the center has two dispatchers on duty simultaneously to accommodate the increased traffic.

“We take pride in the business we have created,” McConville said. “We will use the relationships we have developed in the rail industry to help grow the business.”

In addition to dispatching services, Iowa Pacific offers a 24-hour emergency services hotline, customer service and compliance services. So far, Delaware Coast Line Railroad has commissioned this emergency services hotline.

“We are in a great position to help other short line railroads, as well as benefit Iowa Pacific Holdings,” McConville said. “Marketing our dispatching services helps alleviate the costs for our own office as well.”

How may we serve you?

For more information about how RailFlow personnel can put their expertise to your benefit, please call the main office at 608-352-6004.



During the drill, emergency crews must remove an injured person after the crash.



Emergency responders work the crash site during a Nov. 6 emergency training drill.

Event prepares employees, first responders

At 5:32 p.m. Nov. 6 in North Creek, New York, a Saratoga & North Creek Railway train struck a vehicle — deliberately. The emergency training event for area first responders was one of many ways Iowa Pacific Holdings benefits local communities.

Coordinated by General Manager Justin Gonyo and Trainmaster Mark Ellsworth, the staged emergency preparedness drill (EPREP) was successfully conducted by SNC staff in

“It was a good learning experience for everyone.”

— Senior Manager Operating Practices Don Pingel

collaboration with local emergency response teams from North Creek and Warren County, New York, as well as the FRA.

“No one had handled something like this before,” Gonyo said. “A simulated vehicle collision was new for everyone.”

Crews placed a decommissioned signal van, complete with crash dummy passengers, across the tracks, simulating a stalled vehicle. Traveling at approximately 20 mph, employees aboard the train felt the impact of the crash and immediately jumped into action, with emergency crews close behind.

“Our teams worked with emergency responders in order to understand how to best evacuate passengers,” said Senior Manager of

Operating Practices Don Pingel. “It was a good learning experience for everyone.”

Employees were assigned roles for the exercise. Some pretended to have suffered injuries, such as broken arms and ankles, while others simulated passengers using wheelchairs.

The final “injured” person was removed from the train at 6:31 p.m., less than an hour after the initial collision. After the drill, Gonyo debriefed the team and discussed alternative emergency scenarios, railroad equipment terminology and suggested areas of improvement, according to Pingel.

“The drill allowed us to critique ourselves and identify ways we can improve in the coming years,” he said.

Refrigerated Division expands reach

Kevin McKinney, director of Refrigerated Marketing, has served more than three years with Iowa Pacific's Refrigerated Division and more than 18 years in the railroad refrigerated business. He has seen excellent customer relationships develop and hopes for continued success by concentrating on four general business lines.

"We have an excellent relationship with Norfolk Southern, and that carrier is interested in expanding its refrigerated business," he said. "Because NS does not own any refrigerated cars, Iowa Pacific is supplying the equipment and know-how for this expansion."

Refrigerated cars will be deployed to NS, hauling primarily fresh and frozen food items imported from Central and South America, from Florida to Chicago and Croxton, New Jersey. Developing consumer goods backhaul traffic to the Sunshine State is on the shortlist, McKinney said, as Florida is the country's third-most populous state.

Additionally, Iowa Pacific will resume its expedited cross-country service between Stockton, California, and Croxton. Sixty-four-foot refrigerated cars are supplied by Union Pacific and moved on UP and NS intermodal trains.

"Iowa Pacific handles the marketing of this service and arranges for the pickup and loading of perishable goods in California and unloading and delivery in the New York metropolitan area," McKinney said.

An Iowa Pacific facility in Norfolk Southern's Croxton Yard,

which unloads its cars from Florida and UP cars from California, is undergoing improvements to meet the cold chain requirements of today's customers.

"Maintaining the cold chain means never allowing goods to be exposed to temperatures significantly varying from the level they need to maintain," McKinney said. "Once the improvements are completed, the California and Florida services will commence."

Iowa Pacific also seeks to expand the market for Colorado potatoes. The potential customer, Schoenmann Produce, currently receives large quantities of potatoes in Houston that originate on the San Luis & Rio Grande Railroad. There is the potential for moving Colorado potatoes into the Northeast and Southeast United States, and Iowa Pacific is working with Union Pacific and Norfolk Southern to develop this service. Also, a potato distribution center is being explored on the Piedmont & Northern, a railroad Iowa Pacific started operating last August.

Lastly, Iowa Pacific continues to move frozen fruit from Washington state to New Jersey, and from the San Diego area to customers such as Welch's in Pennsylvania and Minute Maid in Florida, McKinney said.

"The demand for other commodities may rise and fall, but the demand for food does not change, only growing as the population grows," he said. "By developing expedited and targeted services, I believe Iowa Pacific is in a good position to participate in the food transportation sector."

How may we serve you?

For more information about how Iowa Pacific's Refrigerated Division may be of service to you, please call Kevin McKinney at 910-986-3748.

Railroads take dining to next level

Several Iowa Pacific railroads are enhancing their railroad dining car experience by adapting the Pullman Table model.

The Pullman Table derives from The Premier Rail Collection that aims to exceed the standards of service, culinary innovation and dining atmosphere with a farm-to-table menu.

"The goal is to transform people's outdated perception of dinner trains," said Premier Rail Collection Vice President of Sales and Marketing Angela Arias Lane. "Dining by rail will be relevant and innovative."

The Pullman Table dinner train is designed to run seasonally and incorporate a new American-style cuisine that will feature locally crafted beer and wine. Joseph Kosarek, Mount Hood chef, has met with local merchants and proprietors.

"We had farmers markets here every week, and I was in contact with local producers and orchards," he said. "I'm especially excited to be getting produce from Columbia River Gorge. They have a variety of fruits, vegetables and fresh herbs. This area provides the most bountiful produce market."

As passengers take in scenery from the rail car window, they will enjoy produce from farms they pass.

How may we serve you?

For more information about the dining experience with Texas State and Mount Hood railroads, visit us online at mthoodrr.com/dine or texasstaterr.com/rides. You can learn more about Iowa Pacific's other railroads from the drop-down menu at iowapacific.com.

"There is a nationwide demand for more sustainable, high-quality food served in dining establishments," Munley said. "As more people become aware of what is in the things they eat and where their food comes from, we will be the first family of passenger railroads that is executing this concept."

At Mount Hood Railroad, the Pullman Table premieres Father's Day weekend, June 18-19, with dinner on Saturday and a champagne brunch on Sunday. Next up is the premiere of the Pullman Table at the Saratoga and North Creek Railroad, with dinner, lunch and select brunch departures beginning July 5. Texas State Railroad comes on board with the Pullman Table New Year's Eve 2016. Details for The Grenada Railroad are in development.

Kosarek draws from culinary background

Mount Hood Chef Joseph Kosarek loves the challenge of providing upscale meals on a moving train.

“It presents a stimulating work environment and gives me the chance to create my own stamp with the menu,” he said.

Kosarek is one to make the most of any opportunity. He had the honor of working with some of the great restaurateurs of New Orleans, namely, Emeril Lagasse and Ralph Brennan of the nationally renowned Brennan family.

“I owe a lot to Ralph for giving me the opportunity to work in his restaurant more than 10 years and learn the business,” he said.

From his time with Brennan, Kosarek learned how to create delectable culinary dishes from scratch and serve them with exceptional customer service.

“Guest service is about the formality of the presentation,” he said. “It’s how you set the table, respond to your guests’ requests and make the plate attractive.”

Kosarek is busy developing a new menu featuring locally farmed ingredients in congruence with the Pullman Table initiative, a program rolling out at Mount Hood. You can learn more about this on Page 3.



This newsletter appears under the direction of the president. For news coverage, contact Alyssa at the newsletter office by phone at 402-475-6397, mail to 2201 Winthrop Rd., Lincoln, NE 68502-4158 or email alyssa.henrickson@newslink.com This material is intended to be an overview of the division news. If there are any discrepancies between this newsletter and any collective bargaining process, insurance contracts or other official documents, those documents will govern. Iowa Pacific Holdings continues to maintain and reserves the right, at any time, to alter, suspend, discontinue or terminate all plans and programs described in this newsletter. This newsletter is not an employment contract or any type of employment guarantee. Thanks to everyone at Iowa Pacific Holdings who took time to contribute to this newsletter.

IOWA PACIFIC

118 S CLINTON ST STE 400
CHICAGO IL 60661-5772

PRSR STD
US Postage
Paid
Mail U.S.A.

Udolph values customer experience

As new Texas State Railroad general manager and chief mechanical officer, Greg Udolph values customer service, passenger and employee safety, and providing quality leadership to a competent team of railroad professionals.

Udolph, who arrived in April, previously served as San Luis & Rio Grande Railroad CMO.

He joins a team that includes five Mechanical and nine Transportation employees. Most people are dual-qualified to serve in either department. He marvels at employees’ willingness to assume any duty in the name of serving passengers.

“We have a good group,” Udolph said. “The employees enjoy their jobs and come ready for work.”

Conductors take “ownership” of the trains they operate, whether in the form of inspecting equipment or performing general maintenance. In the interest of providing the ultimate in customer service, they act as safety advocates, providing passengers with information and safety awareness as they board the train.

“Safety is part of everyday conduct,” Udolph said. “We want employees and passengers to be cognizant of it — we want it to be forefront on everyone’s mind.”

Away from work, he enjoys time with his wife, Charis, and 2-year-old son, Hudson. The couple enjoy scuba diving and travel.



Greg Udolph runs the Nickel Plate Road 765 while attending the Steam Railroading Institute in Michigan.

How may we serve you?

To learn more about Texas State Railroad excursion and holiday rides, visit texasstaterr.com/rides.