

DISPATCH



Playing it SAFE

WTLC Trainmaster Brett Wallace explains traction motors and other mechanical equipment to Wolfforth volunteer firefighters.

Iowa Pacific's Railroad Emergency Incident Response & Safety first responder training program is now underway on three of the company's railroads. The program is designed for fire departments and other emergency services personnel in the communities along West Texas & Lubbock Railway, Texas-New Mexico Railroad and San Luis & Rio Grande Railroad.

Training began in July on WTLC, when six sessions of the four-hour program were presented to the Lubbock, Texas, Fire Department. In addition to the Lubbock Fire Department, Wolfforth, Seagraves, Whiteface and Levelland fire departments and EMS services also attended sessions.

The Iowa Pacific program now is accredited by the Texas Commission on Fire Protection. The accreditation boosted attendance as more than 100 first responders attended the WTLC sessions.

On the TNMR, IPH personnel plan to work with the Hobbs, N.M., Fire Department and more than six other agencies along the railroad. TNMR's program will start in late September. Sessions for first responders along SLRG will be in October.

"The training familiarizes first responders

with the railroad environment and provides tactical information on response techniques to motor vehicle-train collisions, trespasser injury events and hazardous material incidents," said Art Miller, director of safety and operations standards. "The four-hour program puts firefighters and EMS personnel into locomotive cabs, and under and around freight cars."

First presented in 2011 on the TNMR, the expanded Iowa Pacific program includes classroom and field exercises that provide firemen and EMS personnel a hands-on opportunity to examine railroad locomotives and cars.

"Considerable time is spent reviewing hazardous material," Miller said. "It includes these shipments' routes along the railroad. That type of information is valuable to emergency service agencies. Local railroad managers participate in all of the programs. This gives local emergency service agencies

an opportunity to build a relationship with railroad managers serving their community."

Operating crews on all nine Iowa Pacific railroads will be given focused training on cooperating with first responders and law enforcement agencies.

"The new instructional package, to be presented during the upcoming annual recurrent training program, will help operating crews provide a higher level of cooperation to firefighters, EMS and law enforcement personnel

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More than 60 Lubbock firefighters and HazMat unit personnel attend a training class presented at WTLC's Doud Yard, near Lubbock, Texas.

A rare voyage

A former Boston & Maine Railroad main line was used April 13 for the first time in 25 years.

The voyage was High Iron's first special train ride of 2013. The five-car train traveling the Pan Am Railways consisted of two Iowa Pacific Big Domes, an office car, *Caritas* and a leased sleeping car, the *Cimarron River*.

About 200 passengers made the trip on the scenic rail line that passed through the 4.5-mile Hoosac Tunnel in western Massachusetts and the scenic Berkshire Mountains. The trek began out of Boston's North Station and went to Mechanicville, N.Y. It continued to Rutland, Vt., down to Albany, N.Y., and eventually to Chicago.



A special Iowa Pacific train crosses the Hudson River at Mechanicville, N.Y., April 13.

Playing it **SAFE**

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who respond to an emergency scene," said Mike McConville, executive vice president of operations. "This instruction goes well beyond the requirement to maintain and present hazardous material information."

Ed Ellis, president, said the program perfectly illustrates Iowa Pacific's penchant for putting safety first.

"IPH has long had a commitment to safe operations," Ellis said. "But realistically, we know that help occasionally may be needed from first responders. When we call for their assistance, we want the fire and EMS agencies, many of them composed of volunteers, to be able to focus on safely and quickly resolving the problems."

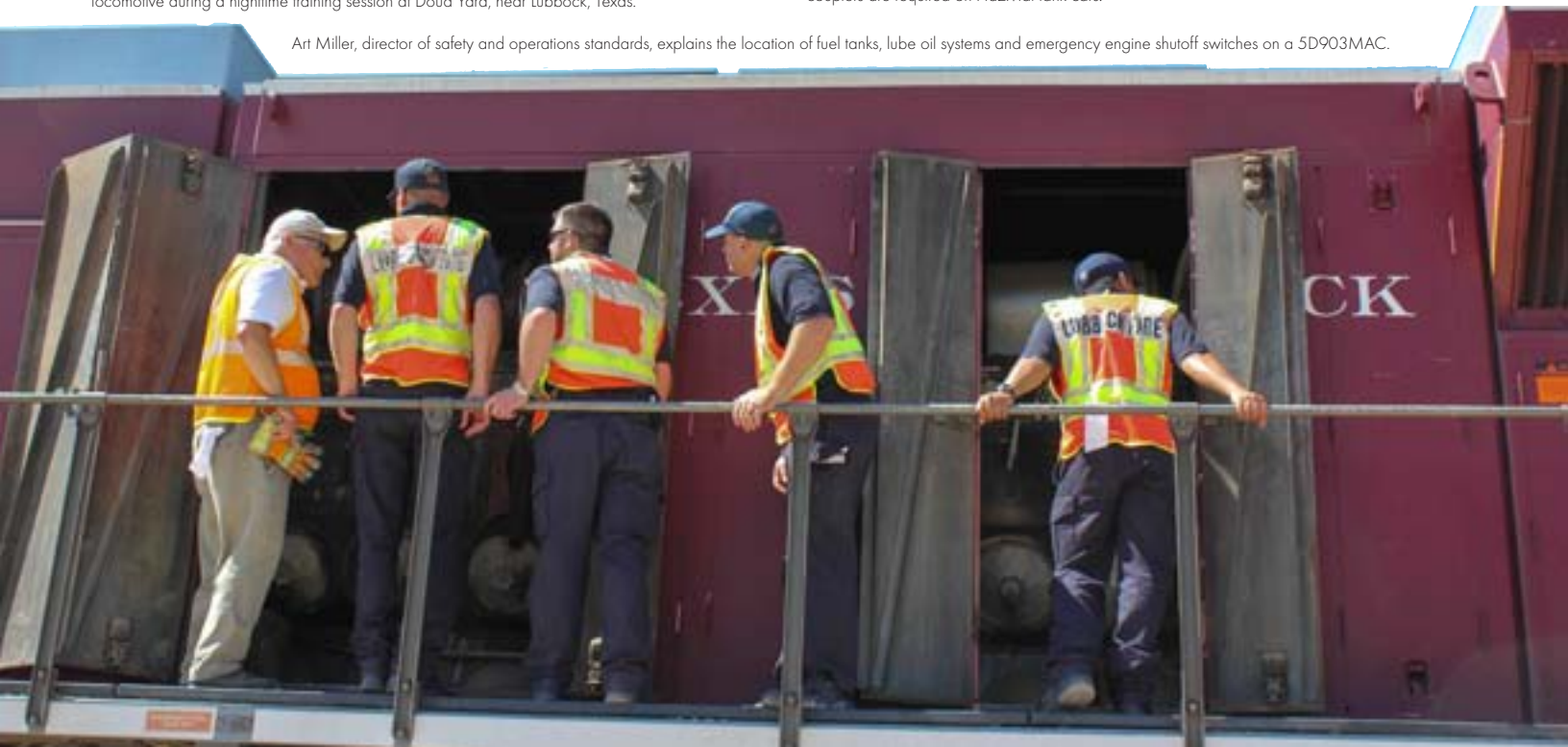


Wolfforth volunteer firefighters examine traction motors and safety appliances on a WTLC SD9043MAC locomotive during a nighttime training session at Doud Yard, near Lubbock, Texas.



WTLC General Superintendent Matt Jackson demonstrates the operation of shelf couplers. The safety couplers are required on HazMat tank cars.

Art Miller, director of safety and operations standards, explains the location of fuel tanks, lube oil systems and emergency engine shutoff switches on a 5D903MAC.



WTLC and TNMR win prestigious marketing award

Texas-New Mexico Railroad and West Texas & Lubbock Railroad recently earned a prestigious marketing award from the American Short Line & Regional Railroad Association.

“It is a great honor,” said Steve Gregory, executive vice president of marketing. “The theme of the presentation was our multi-disciplinary teamwork approach to developing new business.”

In its presentation, the railroad stressed the substantial growth it has experienced through marketing efforts. Finding a balance between managing growth while keeping in mind concerns that spikes in business may not last or continue at the same rate, made for a unique marketing experience.

Since 2011, TNMR has attracted 10 new customers, and WTLC has added nine new customers since 2010.

The marketing strategy TNMR and WTLC uses to control its growth has eight elements.

1. Strive to identify serious customer interest as opposed to superficial inquiries.
2. Maximize value of railroad real estate and deploy resources to develop non-railroad real estate.
3. Work with customers, many of whom are



The 2011 addition of Nova Mud is one example of the marketing successes the TNMR has made at Hobbs Industrial Park.



A sand train heads toward Rockwater Energy Solutions' Lubbock, Texas, facility.

without rail expertise, to design efficient facilities.

4. Determine the best mix of customer and railroad capital investment to assure strong and long-term customer commitment to the railroad.
5. Use attributes of the two railroads to provide the most attractive market and service packages tailored to each customer's interests.
6. Keep up with infrastructure investment requirements, including capacity expansion.
7. Provide outstanding service in the face of highly competitive labor markets.



Bruce Carswell, left, and Steve Gregory, right, accept the ASLRA Marketing Award from ASLRA Regional Vice Presidents Ray Stephens and Judy Petry.

8. Manage relationships with Class I connections for mutual benefit and customer satisfaction.

“The marketing strategy involving functional areas such as real estate, business development and facilities planning have made marketing successful for us,” Gregory said.

Van a Chicago Terminal rock star

When thinking about what has made him a successful designated supervisor of locomotive engineers for Chicago Terminal Railroad, Phil Van credited the similarities with the part-time job he's had more than 16 years.

His other job is being lead guitarist for a Chicago-area rock band.

It might sound a little uncouth, but Van

said that his experiences have helped make him an up-and-coming rock star at Iowa Pacific.

“Being in a band is similar,” he said. “You need so much teamwork in both. In a band, you need teamwork to sound good in concert and create good songs. You need a lot of energy and meeting new people in a band. As a DSLE, you need to have teamwork to stay safe. You need to love training and interacting with people you've just met.”

Seven years ago, Van, a Chicago native, was studying to become a firefighter at Wilbur Wright College. After he completed 60 hours, his uncle, who works in the railroad industry, told him that he might consider the industry as a viable, career option.

After a day looking into it, Van knew it was a match made in heaven.

“Right off the bat I loved it here,” he said. “It was so hands on, but you also had to use your mind constantly and

solve the puzzles of switching.”

Van has worked as a conductor, locomotive engineer and became a trainmaster two years ago.

Last fall he trained to become a DSLE.

“I love training and meeting new people,” he said. “It gives me personal satisfaction to see employees improve and see them making the right decisions on the job.”

Outside of his job and performing about three times a month with his band, Van enjoys playing hockey. He also is on a softball team with his wife of two years, Joanna.

Seven years into his career at Iowa Pacific, he couldn't be more challenged and thrilled with his job.

“I love working for Iowa Pacific,” Van said. “It's changed my life and definitely molded me as a person. Mark Westerfield, Mike McConville, Tim Fuhrer, Sandy Palpy, Art Miller — they've been mentors to me and taught me what it takes to be a good manager. I'm thankful for that.”

Phil Van is wrapping up his seventh year with Chicago Terminal Railroad.



This newsletter appears under the direction of the president. For news coverage, contact Tommy at the newsletter office by phone at 402-475-6397, mail to 2201 Winthrop Rd., Lincoln, NE 68502-4158 or email thomas.dahlk@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, including but not limited to, Steve Gregory, Wayne Hills and Art Miller.

Iowa Pacific
118 South Clinton Street
Suite 400
Chicago, IL 60661

PRSR STD
US Postage
Paid
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Pumpkin Patch



Rio Grande Scenic Railroad will feature a Pumpkin Patch Train Oct. 26 in Alamosa, Colo.

Leaving at 10 a.m. and returning at 2 p.m., the train will pass along the Southern Rockies. Hay bale mazes and fun fall activities will be available while passengers search for a pumpkin to take home and decorate before Halloween.

Food and beverages will be available for purchase on board, and tickets cost \$30 for all ages.

Rio Grande Anniversary Party

The Rocky Mountain Railroad Club will have its 75th anniversary party on Rio Grande Scenic Railroad Sept. 27-29.

Tickets cost \$179 per person for a chance to ride steam engine No. 18 in the gorgeous Rocky Mountain fall scenery.

The full-day, round-trip ride starts in Alamosa, Colo., and passes through Monte Vista on Friday and Saturday. On Sunday, the train will take a different route through Antonito.

Breakfast is provided on Saturday and Sunday, and lunch is available for purchase as well. The ride will feature complimentary non-alcoholic beverages. Special photo opportunities are offered on all days.

A special, scenic fall train

This October, Rio Grande Scenic Railroad is offering a unique five-day trek that highlights Colorado's rich golden tones of the Aspen leaves contrasted against the green pines, rugged rocks and blue skies.

To complement Mother Nature's glorious show, the railroad is offering a unique speaker series, a delicious variety of fall menus, and staged photo locations high in the mountains. The beautiful Spanish Peaks tower as high as 13,626 feet above sea level.

Parkdale Excursions

A splendid ride during all seasons, Parkdale Excursions on the Mount Hood Railroad travels through woods, orchards and vineyards to witness picturesque views.

Spring offers fresh blossoms while summer's busy with many family activities.

This fall, glorious autumn foliage surrounds the short train ride.

The ride starts at 10 a.m. Thursday through Sunday, and returns at 2:15 p.m. The fall experience will stop on Oct. 26. Bring your cameras and enjoy the beautiful scenery before winter comes.

Polar Express

Coming Nov. 9, the Polar Express will take over Mount Hood Railroad.

Passengers will experience the recreation of the classic Chris Van Allsburg children's story about a young boy who takes a train to the North Pole.

The memorable characters are followed on the voyage to the North Pole. Dancing chefs will serve hot cocoa and cookies to passengers en route to seeing Santa Claus.



Surpassing expectations

Rusk, Palestine and Pacific Railroad has increased its passenger service revenue this year by 50 percent, according to Earl Knoob, general manager.

He credited increased marketing for the dramatic increase compared to 2012.

"We've done a lot of local marketing," Knoob said. "It has been about getting the word out to the community. It's been impressive."