

GUILFORD EXPRESS



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PRESIDENT'S MESSAGE

This quarter our guest columnist is Cynthia S. Sciarano, Vice President of Human Resources. Cynli graduated from Ithaca College in 1987 with a Bachelor of Science and obtained a Juris Doctor from the Massachusetts School of Law in 1991. She started part-time with Guilford Rail System in 1993, full-time in 1995, and has held the positions of Manager of Legislative Development, Director of Environmental Affairs, and Director of Claims before becoming VP Human Resources in June 2004.

Thomas J. Steinger
President

Guilford Rail System, like any successful company, recognizes the fact that the "employee" is its most important asset. In this regard, the Human Resources (HR) department is entrusted with fostering the company's ongoing relationship with its valued workforce. Although its goals have remained the same, the physical location of the Human Resources department has recently changed. For any of our current and future employees who may have occasion to stop by the HR department, our new locale is conveniently situated near the main entrance.

Our Human Resources Manager, Mary Lisa Manning; Director of Personnel Administration, Debra Bourassa; Manager of Labor Relations, Tony Lomanno; and HR Consultant, Susan Kaganan, have all relocated to the former offices of the Safety department, to work in concert with the Vice President of Human Resources, Cynthia Sciarano. We trust that the close proximity of our individual offices will help to foster better communication and dissemination of information between the various divisions of Human Resources, thereby improving the quality of the services we provide to our employees.

HR's service to employees spans from pre-employment and continues on into their retirement years. Our staff provides prospective employees with information regarding career development opportunities and assists applicants with filling out job applications. We provide guidance to other departments to ensure that the pre-employment screening and selection of applicants is carried out in accordance with applicable employment regulations and company policies and procedures.

Once you become part of the GRS team, HR provides a whole host of information and assistance pertaining to the various benefits that accompany your total compensation with the Carrier. One such benefit is health

insurance. Recognizing that quality and cost are the two most important aspects of health care in today's work place, we continually strive to minimize the cost of insurance to both the company and employees, while still providing a plan that offers a high quality of care. Our staff works in cooperation with outside health care providers to maintain our company's various health plans and ensure proper administration of these benefits. HR also oversees the administration of our employees' Railroad Retirement Board benefits.

In today's progressive and forward-thinking society, employers increasingly realize that various life issues outside of the work place can sometimes have a detrimental effect on an individual's professional life. Guilford Rail System recognizes that the health and welfare of our workforce is integral to the successful operation of the Railroad. HR can provide contract information and assistance to employees who seek access to the Carrier's Employee Assistance Program (EAP) and its services. HR also assists employees in connection with their rights under the Family and Medical Leave Act of 1993 and renders guidance to the other departments within the company to ensure that our employees' rights are protected under these programs. In addition, HR plays an active role in coordinating the efforts of various outside medical facilities with internal GRS departments to ensure that proper drug and alcohol testing and employee physical examinations are administered as federal regulations and company policy dictate.

Guilford Rail employs hundreds of employees who are represented on the property by several different labor organizations. The Labor Relations division of HR handles all formal claims and grievances that are progressed on the property and meets with union representatives on a monthly basis to discuss current matters that are affecting labor-management relations. Additionally, all arbitration proceedings fall under the purview of this department. Labor Relations also works directly with management personnel to discuss the proper implementation and adherence to the fourteen separate collective

bargaining agreements. GRS is currently involved in contract negotiations with the IUPUI Auto Workers. Both parties are optimistic that a mutually agreeable contract will be reached in the near future.

Since HR deals with matters that affect the entire workforce, it is often necessary to work hand-in-hand with the many other departments on our system. On behalf of Guilford Rail System, our department would like to thank everyone for their continued cooperation and assistance in helping us in our efforts to meet the needs of our valued employees and customers alike, while still accomplishing the goals of the company. As we continue to forge ahead over the tracks of an ever-changing railway industry, the Human Resources department would like to make the opportunity to acknowledge our recent 2004 retirees who have helped us get to where we are. We pay tribute to their significant contributions and more than 200 years of combined service to the Carrier. They are: Edwin L. Anderson; Gerald E. Balley; Dale A. Berry; Peter M. Calabrese; Steven A. Clay; Robert A. Cole; Robert J. DeGroot; Raymond A. Delaney; Peter M. Filandis; James K. Fowler; James M. Givens; James F. Hines; Charles B. Wooley; Terry J. Tegere; Stephen J. Magan; Robert C. Magowan; Bruce A. Nelson; William B. Nolan; Edward C. Parmenter; Matthew J. Rylesky; Joe William J. Smith; William J. Trefethun; Gordon L. Vossig; John J. Whitworth; and Gary H. Wiers.

The HR department is here to serve all of our former, present and future employees, and we encourage each of you to call upon us – in person, by phone, letter or e-mail – as we strive to continue fulfilling the needs of our "human resources".

Cynthia S. Sciarano
Vice President of Human Resources

With contribution by Tony Lomanno
Manager of Labor Relations

TRESPASSING ON RAILROAD RIGHTS-OF-WAY

Trespassing is an ongoing issue and so, too, is the need for educating and reeducating the general public as to the dangers and consequences of partaking in such activities. The Guilford Xpress has featured countless articles on this subject, yet the Railroad Police and community law enforcement personnel still encounter trespassers on a regular basis.

First and foremost, trespassing can be dangerous to one's health. Furthermore, it is a crime. To commit a crime is to invite penalty of fine and/or jail time. Even more compelling is the risk of bodily harm. Yet, despite repeated pleas, warnings and that threat of legal action or even loss of life, trespassers remain undeterred.



Damaging rail beds with ATVs (All Terrain Vehicles) and snowmobiles, vandalizing Railroad and highway crossing signals, placing large objects on the tracks that could damage Railroad equipment or cause a derailment that could kill or injure Railroad employees or the general public, not to mention using Railroad tracks and yards as public walkways, are just some examples of the encroachments committed across the nation's railway systems. Those that hunt along Railroad tracks, sometimes shooting in any direction, could actually harm a Railroad worker or other innocent bystander. Since 1990 over 5,000 people have been killed and injured in the act of hunting, fishing, bungee jumping, falling or jumping off Railroad



bridges, cross country skiing, or trying unsuccessfully to hop aboard moving trains. Yet, the statistics and the reports of mishaps or calamities do not dissuade the interlopers. (Note: Illustrations provided courtesy of Operation Lifesaver.)

Frequently overlooked in the aftermath of an incident is the Railroad engineer who, glimpsing a trespasser on the tracks ahead, is called upon to make a difficult split-second decision on whether or not to put the train into an emergency braking application, knowing that doing so could possibly cause a derailment. Often, train engineers and conductors bear the weight of these very difficult decisions for years.



The Safety department appeals to all our employees to observe Safety Rule No. 33:

Trespassing on Railroad property is prohibited. Employees are expected to use reasonable means to prevent it. When feasible, children must be warned and courteously escorted from the property, others must be tactfully told to leave. Railroad police or proper authority must be notified if unable to remove trespassers.

Always be on the alert for unusual or suspicious looking persons or things that do not belong on the tracks, bridges or equipment, and report such matters immediately. It cannot be emphasized enough that Railroad trespassers are subject to arrest and fines. Above all, by warning or reporting them, you may save a life.

By Walter Zaccarelli

Information

Guilford Xpress is published four times a year by the Guilford Rail System.

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Address Change?

Let us know your new and your old address.

Fax it to 978-663-6907 or send it to the Editor, Guilford Xpress.

On the Covers

Front Cover:

Eastbound ST Train at Ayer, MA

Photo by Gary Mansey

Back Cover:

Eastbound ST Train at Millers Falls, MA

Photo by Gary Mansey

If you have a story idea, fax it to us on a single sheet of paper at (978) 663-6907 or send it via MEMO to the Editor.

Guilford Rail on the Internet

The Guilford Rail web site (www.guilfordrail.com) is alive and well, offering car location information either through the car movement system (STARR) or the ARI database. Customer Service@GuilfordRail.com is now another option for customers to access car location information, etc.

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COORDINATING RAIL OPERATIONS FOR THE DEMOCRATIC NATIONAL CONVENTION

On July 26th through 29th, the City of Boston played host to the Democratic National Convention (DNC). This ambitious undertaking posed many challenges, not just for the scores of planners, officials, volunteers, businesses, residents and commuters, but for Guilford Rail System as well.

The Fleet Center, home to the Boston Celtics basketball team and Boston Bruins hockey team, was the chosen venue. Most of us have been to The Fleet to attend a game, concert, ice show or the circus, and are aware that it is structurally situated directly above Boston's North Station, terminal to four Massachusetts Bay Transportation Authority (MBTA) commuter routes from northeast and north central Massachusetts, and Amtrak's DownEaster service to and from Maine. For obvious reasons of security, all rail traffic was excluded from the North Station area for the entire week of the convention. Because of the configuration of trackage in the metropolitan Boston area, all freight service to Peabody, Danvers, Salem, Somerville, Cambridge and Medford was modified.

Also impacted was the major north-south artery of Interstate 93 as well as many local roads. GRS customers in the affected area had been advised well in advance that there would be no service for at least one week while the entire region around the Fleet Center was transformed into a high security compound before and during convention week. Kyle Sullivan, Deputy Convention Hall Director for the DNC, was the coordinator who worked with GRS and all railroads involved. He provided a single point contact and kept all parties informed of the convention's rail needs.

The Fleet Center itself required major modifications to accommodate the legions of delegates and media. The electrical needs of the facility were boosted to ensure a continuous uninterrupted supply of energy. For emergency backup, two mobile generators supplied by G.E. Power Systems were loaded onto flat cars by Guilford Motor Express (GMX) at Ayer, Massachusetts, and then transported by GRS to Boston where they were spotted on a track in North Station. After the convention was over, they

were returned to Ayer for unloading by GMX and returned to G.E. Power Systems.

Norfolk Southern Railway (NS) and Burlington Northern Santa Fe Railway (BNSF) both sent business trains to the DNC to serve as additional congregating areas. GRS accepted these trains from CSX Transportation (CSXT) at Boston, and in order to be spotted correctly at North Station, it was essential that they be in specific order. Starting back in May, Dick Miller, GRS Assistant to the Vice President of Transportation, handled the coordination between GRS and the NS and BNSF business train personnel. He also arranged movement from CSXT at Boston to North Station via the Mass Bay Commuter Railroad (MBCR); the MBCR operates the MBTA commuter service and controls the trackage at North Station.

Dick Miller, in cooperation with Warren Boswick, GRS General Manager, and Chris Gorreck, GRS Road Foreman of Engines, planned and supervised the movements from the CSXT connection, splitting the trains up properly onto the assigned station tracks on the Friday before the convention. This had to be accomplished around the flow of normal commuter traffic. After the convention was concluded and the security relaxed, this same team supervised the trains being put back together for return delivery to the CSXT. The GRS train crews and MBCR dispatchers accomplished this in a safe, smooth and professional manner. The excellent communication and coordination between all parties - GRS, MBTA, MBCR, CSXT, NS, and BNSF - was a testament to the abilities of all involved.

With regard to the aforementioned suspension of freight service, many weeks prior to the convention, Warren Boswick, in concert with Dick Willey, GRS Senior Vice President of Industrial Development and Customer Service, and key Marketing and Sales personnel, began synchronizing with the seven local GRS customers to try and mitigate the reality that there would be no service for almost ten days. As the convention neared, they made arrangements with those customers to either build up inventory or handle their

traffic at other locations, such as Lawrence, MA. Ultimately, all of these combined efforts proved worthwhile.

A side benefit to the DNC being in town was that it afforded our Engineering and Operating departments the opportunity to plan a maintenance blitz to coincide with the passenger service shutdown between Plaistow, New Hampshire and Portland, Maine. The Engineering department was given exclusive use of the Freight Main Line for seven days to prepare for Amtrak's Downeaster to operate at higher speeds. All freight to and from Maine was staged and run through limited operating windows at night. After the maintenance was complete, Amtrak restarted the Downeaster service and now operates up to 79 mph in some locations.

The DNC was a huge undertaking for the City of Boston and the effects, pro and con, of hosting it will be debated for a long time to come. Without question, the staging of the Democratic National Convention was an unprecedented logistical challenge, and GRS employees proved they were capable of meeting it head on.

By Steve Belfort



TRACK GEOMETRY INSPECTION

The ongoing safety of Guilford Rail System's rail operation demands a conscientious inspection of the track and infrastructure. Track inspection is broad in scope and includes, but is not limited to: rails, cross-ties, ballast, or vegetation. The proper inspection of these elements assists in maintaining the correct geometry of the track, which is a necessary and crucial component that keeps the Engineering department informed of any existing track conditions which could be detrimental to the safe passage of trains.

The conventional practice of performing Railroad track inspection is a serious task that involves a qualified track inspector who either walks or hi-rails over the segment of track to be inspected. The inspector then raises note of any exceptions to Federal Track Safety Standards (TSS) or exceptions to Guilford Rail System's Manual for Track Construction and Maintenance, recording the location and the violations on a standard track inspection form.

The GRS track department employs a variety of inspection procedures to ensure correct geometry.

Basic track inspection consists of scrutinizing the track for loose or missing bolts, rail anchors, and joint bars; checking for correct switch alignment and the overall switch's condition; determining which cross-ties need replacement; inspecting ballast conditions for lack of ballast in the tie cribs and/or shoulders, or ballast disturbed by trespassers or 4-wheelers. Also, observing drainage and culvert flow, signal displays, as well as brush conditions and crossing views.

A variety of hand-held track inspection instruments are also utilized on a daily basis, such as: a track gage, which reads the distance between the tracks; a track level, which reads rail cross-level; and a frog gauge, which measures flange wheel clearance and the wear in frog castings.

GRS employs hi-rail vehicles for specific types of rail inspection. An Ultra-sonic Test Truck is used for sonic inspection of track for internal defects. A cross-tie rail vehicle (TP-1) is used for gage and cross-level inspection.

With the advancement of mechanized Railroad track

inspection vehicles, the Railroads are offered an accurate, foot-by-foot, measuring system that can be used to supplement the track inspector's visual inspection. These new advancements provide a combined, comprehensive overall track evaluation.

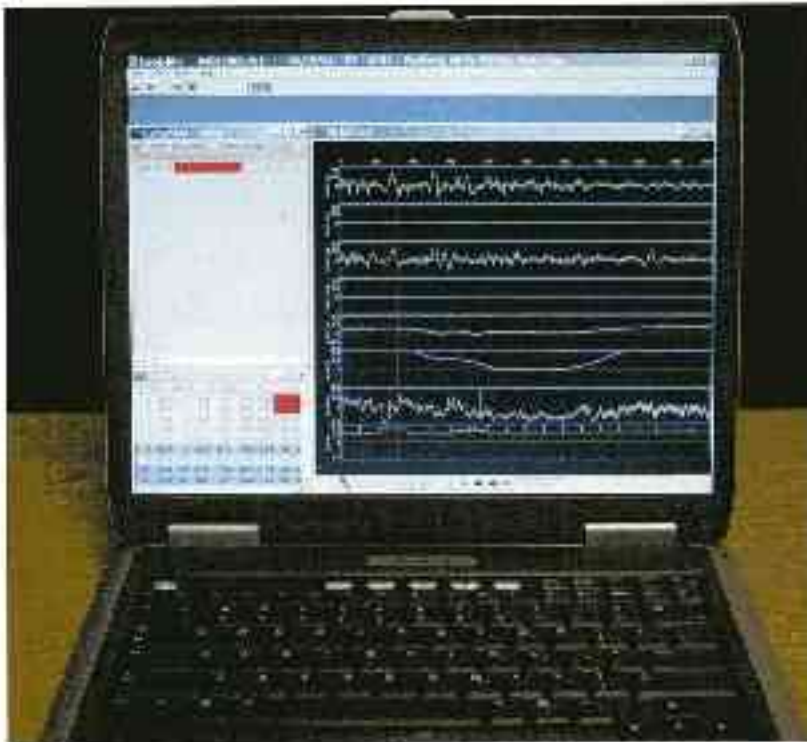
The Federal Government also provides mechanized inspection equipment to ensure that the tracks conform to Federal Railroad Administration (FRA) standards. Recently the FRA made available its T-2000 rail test vehicle to Guilford Rail System to monitor and measure existing track conditions. The T-2000 is a passenger rail car equipped to rapidly measure the existing track conditions at track speed, and store the information on a database for future analysis. The information gathered consists of the following parameters: rail profile (right and left rail individually), alignment (right and left rail individually), gage, cross-level, curvature, warp (ride characteristic), limiting speed, ride quality, class change (1 to 9), track change (size of rail), and milepost location.

Also, the T-2000 makes use of a Global Positioning System (GPS) to aid in locating known track defects with satellite accuracy with a proprietary software program called the GeoEdit™ System (see photo). GeoEdit™ is a Windows™-based software program that makes it easy to review, recall and print track geometry exception data efficiently. It can be used as a data viewer, editor, annotator, report and strip chart generator, and as a general safety and maintenance-planning tool. It allows quick access to exception, curve, and graphical data which are automatically cross-linked to each other. GeoEdit™ can be configured to track any geometry data, and reports can easily be printed. GeoEdit™ allows you to coordinate data at divisional, regional and system wide levels, including: inspector's notes, corrective action, network capabilities, slow orders, while tracking geometry on data.

Guilford Rail System's track supervisors have been issued hand-held GPS locators (see photo) to pinpoint negative track conditions that have been found by the T-2000 inspection vehicle. This hand-held device utilizes the cross-coordination of up to four satellites to accurately identify a

specific location by longitude and latitude. When a negative track condition is discovered, the T-2000 vehicle assigns a GPS location by longitude and latitude. After analysis by the Engineering department, the track supervisor for the corresponding district is notified and issued the coordinates and an explanation of the negative condition. The track supervisor will then dispatch a track crew to correct the defects. Utilizing the hand-held GPS, the location of the negative condition is easily found and the condition corrected.

Employing a competent inspector that walks or hi-rails along designated track segments has long been the accepted conventional inspection method for track inspection. The addition of state-of-the-art inspection equipment to Guilford Rail System's arsenal of manual inspection has resulted in a more accurate, faster and economical technique for monitoring track geometry.



A KEY TO SUCCESS

While going about the business of our daily lives, each of us has had occasion to contact personally or by phone the service desk of a department store, hardware store or car dealer. The nature of the service being provided may differ, but the end result is, hopefully, the same, i.e., customer satisfaction. And any successful business prides itself on going that extra mile in order to keep the valued customer coming back.

Guilford Rail System's Customer Service / Car Management team, a branch of the Marketing and Sales department, often is the first point of contact for many shippers, receivers and connecting rail carriers. Some incoming inquiries are referred to other departments at GRS, while the majority are handled by the Customer Service/ Car Management staff.

In today's highly competitive environment, prompt and accurate transit data is but one of a host of aspects so critical to meeting shipper and receiver transportation needs and expectations. A wide range of issues are dealt with on a daily basis by means of telephone, E-mail, fax messages and personal visits. Some customer calls involve providing historical information on shipments, loaded placement dates and empty release dates. Other queries deal with the current location of cars along with scheduled trip plans of active shipments, or seek assistance with "bad ordered", crippled railcar shipments. At times further information pertaining to customer location, the serving rail carrier, routing, as well as train and yard operations, is sought with regard to a piece of new or prospective business.

Performance measurements are generated, along with reporting against key metrics, and such pivotal data is then shared with our Operating department to develop customer-focused transportation solutions. Knowing in advance where and to whom shipping documents should be forwarded, interfacing with customers and transportation service representatives as to placement of inbound loads and removal of released empty cars, redirecting inquiries for shipment diversions and coordinating with other departments on overweight and over-dimensional shipments are paramount to minimizing potential glitches that may occur due to unforeseen circumstances.

The GRS Customer Service team stands ready and most willing to answer the needs of the shipping public in any way they can, and may be reached by telephone at 800-955-9212 or via E-mail at CustomerService@guilfordrail.com.

Our Car Management team is responsible for managing the railcar fleet and meeting customer demands for the loading of specific types of railcars. Car orders from individual shippers are processed and filled by facilitating the flow of appropriate car types and quantities of cars in order to satisfy those needs.

A wide range of rail equipment is available for customer use. For instance, the boxcar fleet serves the paper and pulp / forest product industries with hopper and gondola cars for bulk commodities, center beam flatcars for the lumber industry, and heavy duty flatcars for specialized over-dimensional shipments.

All car distribution functions are controlled through the car movement system (STARR) on Guilford Rail System's AS400 mainframe computer. This system manages shipper pool assignments and reverse routing of empty cars to original shipping points, feeds billing to the Association of American Railroads' (AAR) Train 11 System for use by other connecting carriers, and generates query reports to monitor the flow of equipment to customers and rail connections. A high priority is placed on furnishing the correct car type and volume on a timely basis.

Our Car Management team may be reached by telephone at 800-955-9213. Car movement or car tracking information is available online at GRS's web site by accessing www.guilfordrail.com. Customized fleet location reports are available for individual customers either online or by car location message (CLM) and are obtainable by request.

These represent just a sampling of the "service" that comprises "customer service" in the rail industry. As stated at the outset, customer service is without a doubt a basic ingredient to the success of any business. Here at Guilford Rail System we are continually striving to achieve and maintain a satisfactory result for our customers.

By Bruce K. Nelson

2005 CALENDAR

If anyone would like to purchase a 2005 Guilford Rail System calendar, please mail a check for \$10.00 payable to:

Guilford Rail System
High Street
Iron Horse Park
N. Billerica, MA 01862
RF: Calendar

Be sure to include your mailing address.

It is anticipated that calendars will be sent out in mid-December.
Thank you for your interest.

ST 101 "NORTH POINT"

It is fairly common knowledge that most Railroads possess one or several private business cars that are utilized on certain occasions for a particular purpose. They represent a link to a bygone era and stand as a testament to the durability of the Railroad as a mode of transportation that has spanned a couple of centuries. The décor can range from simply elegant to ostentatious, or somewhere in between. In addition to their often stately grandeur, however, there is a utilitarian feature that enhances their worth, making them a viable asset to a Railroad, offering a unique option for doing business in modern times.

Guilford Rail System owns, maintains and operates several private cars. These cars are used for hosting such functions as Marketing and Sales Department system excursions with customers, Guilford Board meetings, and inspection trips, to name a few. On a typical business trip, GRS will use either two or three cars, depending on the number of guests on board. One of the cars currently employed in this special type of service is the Lounge Car ST 101, named the "North Point".

From 1983 until May 2001 the "North Point" was retained in business train service by Guilford. Then, in May of 2001, owing to concerns with regard to the body structure of a car that was originally constructed in 1950, the car was removed from service and stored until a refurbishment could be scheduled.

In the fall of 2003, the Waterville Mechanical facility embarked on a project to address these concerns. Before any action could be taken, the corrugated stainless steel siding that had been applied when the car was built had to be carefully stripped off. Once removed, the car's structural integrity was evaluated so that repairs could be made as needed. In the months to follow, skilled carmen, sheet metal workers, and electricians replaced any of the rusted steel framework, reinsulated the walls, rewired the electrical system, and smooth-sided the exterior of the car. The stainless steel siding was replaced by fabricated steel panels with reinforced steel backing in order to make the siding very rigid. This car also received an interior makeover in its décor which entailed all new upholstery, painting and wallpaper schemes, new draperies, and all new counter tops for the bar, tables and window sills, while preserving the original design and layout.

During each step and phase of the restoration project, every person involved maintained an extremely high standard of quality and craftsmanship for all work performed on this car, paying special attention to even the smallest of details. By the end of June 2004, the car's exterior was painted in our paint shop facility and was finally renumbered the ST101 and named "North Point".

Today due to the cooperation and genuine enthusiasm of everyone involved with this refurbishment project, the car known as "North Point" is now back in service as a fully functioning asset of Guilford Rail System, ready and able to fulfill the company's business train needs well into the future.

By Mark Gray



General John C. Walker of Waterville (center) stops aboard the ST 101.

S.W.A.T. TRAIN ASSAULT CLASS

In May 2004, forty-one Special Weapons And Tactics (S.W.A.T.) personnel, called "operators", from the Portland, South Portland and Scarborough, Maine Police Departments entered the fire house of the South Portland Fire Department headquarters. "Today's class, train assaults!" shouted Captain Joseph S. Miller of the Boston and Maine Railroad Police department. This would be a full day of instruction on specific issues facing special reaction teams sent to deal with an incident on the rail.

The day began with lectures delivered by Captain Miller and Lieutenant T.J. DeFrancesco ranging from terrorism, to hazard concerns, to safety issues in rail yards. Lt. DeFrancesco voiced the Railroad Police department's resolve to take a proactive stance in the wake of the Madrid, Spain bombings by creating this specialized course. The class would later conclude with simulated training in accordance with specific scenarios to be conducted on site.

Upon completing the classroom portion of the program, the participants were divided into two groups. The live action portion of the program was underway! Half of the S.W.A.T. team operators set out for the Portland train station to commence the mock train assaults on Amtrak passenger cars. This segment was coordinated by Detective William Comeau of the Amtrak Police department. The remaining operators were ushered to Guilford Rail System's freight yard at Rugby where they were given a briefing by Capt. Miller and Director of Safety, Walt Zaccadelli, on safety issues in the freight yard. "This proved to be extremely beneficial", stated the team leader from the Portland S.W.A.T. team, "The ability to ask pertinent questions surrounding logistical and safety concerns almost never happens with us."

The next phase of the training exercise involved the aforementioned dynamic scenario based simulation under the direction of Lt. DeFrancesco. Following a briefing concerning a pseudo incident that had theoretically occurred on the rail, the teams were charged with developing and executing a strategy for containment, later to be critiqued by

the instructors. All of the teams promptly formulated their tactics and executed with great speed and professionalism, boarding the locomotive engine and neutralizing the abstract "threat" without any civilian or Law Enforcement casualties. At the end of the day Sgt. Frank Clark of the South Portland S.W.A.T. team indicated that having the opportunity to actually climb on the trains would provide valuable insight to his squad in the future.

The introduction of this class in May has sparked much interest system-wide by police personnel concerned with broadening their expertise in combating any potentially dire incidents that might occur on a train traveling through their respective jurisdictions. In response to this positive feedback, the Railroad Police department intends to present the tutorial and training exercise several more times, making improvements and adjustments where necessary in order to enhance its ultimate impact on the well being of the general public.

The success of this innovative program would not have been possible without the cooperation of the Safety, Transportation, Engineering/Mechanical and Executive departments.

By Lt. Tony DeFrancesco



