



COMPANY  
NEWSLETTER  
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## Patriot takes on NC rail corridor

Patriot Rail recently reached an agreement with the North Carolina Department of Transportation to provide rail service on the Piedmont & Northern Rail Corridor (P&N).

“Patriot Rail is pleased to have been selected by NCDOT as the rail operator for P&N,” said Gary O. Marino, Chairman, President and CEO. “Now that we have reached this agreement with NCDOT, we look forward to bringing in new rail customers, building the business and commencing operations.”

Located in Gaston County, the 13-mile line extends from Mount Holly to Gastonia, N.C., a suburb of Charlotte. A spur line also extends to nearby Belmont.

Originally built in 1911 as an electrified interurban freight and commuter line, the P&N Rail Corridor now provides strategic interchanges with both CSX Transportation and Norfolk Southern

Patriot was unanimously selected in May by NCDOT from among five potential operators. A selection committee composed of state and local officials from NCDOT and Gaston County reviewed the proposals and recommended Patriot as having the best of the five. Under the letter agreement, Patriot will be responsible for operating, maintaining and marketing freight rail service on the corridor. Patriot anticipates commencing operations on the P&N before year end.

In 2009, NCDOT completed an upgrade of the westernmost four miles of the rail line from Gastonia to Ranlo, N.C., and anticipates upgrading the remainder of the line by next spring.

## Patriot to buy Weyerhaeuser railroads

Extending from Washington to Mississippi, the short line railroad assets of Weyerhaeuser Company will soon join the Patriot Rail family.

“Once the transaction is completed, these railroads will double the rail portfolio of Patriot Rail,” said Gary O. Marino, Chairman, President & CEO. “They are very attractive railroads with appealing growth opportunities and are a key step in our company’s strategic growth process. After closing and integration of the railroads, Patriot Rail’s goal is to expand the rail business by providing customers with first class rail service focused on safety, productivity and service reliability.”



Weyerhaeuser

The six railroads, listed below, operate on approximately 160 track miles in four states, and currently handle approximately 60,000 carloads each year:

- The De Queen & Eastern Railroad Company consists of two railroads — the De Queen & Eastern and the Texas, Oklahoma & Eastern railroads — that operate on a total of 87 route miles in southeast Oklahoma and southwest Arkansas.
- The Columbia & Cowlitz Railway operates over 8.5 route miles in southwest Washington.
- The Weyerhaeuser Woods Railroad operates over 30 route miles in southwest Washington and connects directly to the Columbia & Cowlitz Railway.
- The Golden Triangle Railroad operates over 13.3 route miles in central Mississippi.
- The Mississippi & Skuna Valley Railroad owns 21 route miles in Mississippi.

Each of the railroads interchange traffic with Class I carriers. Employing a total of approximately 90 people, the railroads primarily source Weyerhaeuser and International Paper mills, move finished products and serve various third-party customers.

The Weyerhaeuser Railroads consist of six short line railroads that were originally built in the early 1900s to connect Weyerhaeuser industrial complexes to Class I railroads.

Patriot also has a head start with integrating the Weyerhaeuser railroads – Patriot’s Vice President of Transportation, J.D. Ventrcek, was previously the President and Chief Operating Officer of the Weyerhaeuser Railroads for 12 years.

Major commodities shipped on the Weyerhaeuser Railroads include: lumber, paper, wood chips, pulp, fine paper, chemicals, grain and gypsum wallboard. Customers include Weyerhaeuser, International Paper, CertainTeed, JM Huber, Tyson Foods, Equa-Chlor, Solvay Interrox, NORPAC and Northwest Car.

Patriot expects the transaction to close during the fourth quarter. Once completed, the newsletter will provide more detailed information on the railroads and their people.

*They are very attractive railroads with appealing growth opportunities and are a key step in our company’s strategic growth process.*

*- Gary O. Marino*



From left, Heath Harvey, electrician/machinist, and Justin Gorman, shop foreman, refurbish a caboose to be used for tours of LNW territory.

# Duo seeks to make over caboose

A thing of beauty is a joy forever; especially if it gets bodywork and a new paint job. Justin Gorman, shop foreman, Louisiana and North West Railroad locomotive shop; and Heath Harvey, LNW electrician/machinist, are refurbishing a caboose in hopes it can provide tours of the short line’s territory to special guests, customers, VIPs and community groups. And, provide Santa Claus with a special sleigh when the next Santa Train comes around.

“Our main focus is locomotives, but we work on the caboose when we get a chance,” Gorman said.

The caboose has been a challenge due to the amount of welding, cutting and sanding. So far, the duo has removed dents and rust spots, applied new metal, cut out an old sliding door and replaced original windows with new ones three times as big. Gorman also welded a steel guardrail on the top and bottom of the caboose to make it resemble a porch. He estimates they are about one-third of the way through the project.

“We still need to mount the generators, install a new floor, put in an eight-person conference table, and create a functional kitchen, bathroom and all the works,” he said. “I’m looking forward to painting the thing, and I think that will be my favorite part.”

When it’s time, Gorman and Harvey will paint the LNX 215 caboose with the same scheme as Patriot Rail engines, but it will feature a prominent LNW logo.

# New facility helps UCRY land key piece of business

Utah Central Railway took an important step into the ethanol and transload businesses with a new facility in Ogden, Utah.

The move was cause for celebration, according to Maurice Bowens, UCRY general manager.

“This is big for us,” he said. “We picked up the ethanol transloader in this area. This is going to be a major player.”

The railway built and long-term leased the facility to Carson Oil, a company that transports ethanol.

A combination of contractors and railway employees cleared the land and added track, a fence and a trailer to the two-acre site.

The remote location proved difficult to access. Rather than use track panels, the rail crew built the track piece by piece.

“We put down each tie and rail and built it from scratch,” Bowens said. “We just set it down, put the rail on, put the rock on, clamp line it and so forth.”

For UCRY rail crews, the three-month project came in addition to normal maintenance and a large pipe project.

“I tell you what, I owe them big-time,” Bowens said. “They’re a dynamic bunch.”

Carson Oil was serviced at a temporary

location during the construction phase.

Thorough planning and scheduling helped coordinate the effort—with track maintenance taking first priority.

Interchanging with Union Pacific and BNSF Railway, UCRY crews will haul and spot tank cars at the facility upon customer request. Carson Oil will then offload the cars and truck the product to its final destination.

“We’ll offload the cars, pull them, take them back and interchange them,” Bowens said.

Carson Oil ethanol cars support gas terminals throughout Utah. The assigned train crew includes John Hoffman, roadmaster and locomotive engineer; Jesse Patino, equipment operator and brakeman; and Ben Poore, track gang foreman and conductor.

**“This is big for us. We picked up the ethanol transloader in this area. This is going to be a major player.”**  
-Maurice Bowens



# TC PERFORMS FIRST TRANSLOADS

After months of effort and planning, Temple & Central Texas Railway has completed its first two transloads. Michael Rose, general manager, was pleased to see the railway's hard work come to fruition.

"Locally, as well as corporately, we've tried to jump-start transloading for the central Texas area," he said. "We've worked hard to get here."

The railroad received help from the city of Temple and Temple Economic Development Corporation in obtaining the necessary land and track leases for its transload facility. Advanced Logistics, a company that already performs transloads at Patriot's Sacramento Valley Railroad, now also makes transloads in Temple.

"They knew they wanted to be part of Patriot," Rose said. "They like the customer service they receive in Sacramento."

Customers have yet to tap into the full capacity of the railroad's 20-acre, Temple transload facility.

"At this time, it's really just a blank slate," Rose said.

The first transload came when the railroad shifted bags of flour from railcars onto trucks. The second involved a new customer



*The Temple & Central Texas Railway now plays a vital role in transloading flour and recycled glass.*

transporting recycled glass. Shipped in covered hoppers from Mount Pleasant, Pa., the glass was transloaded into trucks in Temple by a conveyor.

Despite logistical challenges, the transloads proceeded relatively smoothly, according to Rose. Because of manpower issues, he delivered the flour himself.

"We're not afraid to work down here," he said.

Another new customer, Hidden Valley, has invested in the equipment necessary to unload boxcars. The company was set to unload its first carload of particleboard in October.

"This is a huge opportunity for growth," Rose said.

The railroad's excellent customer service will play a key role in its ability to attract and maintain transload customers.

## Smith fueled by firefighting passion

Some children dream of being railroaders. Some dream of being firefighters. Michael Smith dreamed of being both.

A Tennessee Southern Railroad employee, Smith also serves as a volunteer fireman for the 23-member Summertown, Tenn., Volunteer Fire and Rescue. His department stands among the county's 13 independent departments.

"We back up the other departments surrounding us, but we have our own area that we take care of," he said.

Smith was only 16 when he joined the department in 1999, after being inspired by his father, who also served as a fireman.

"Being a fireman was something I wanted to do all through high school," he said.

For his first two years with the department, Smith could only help move equipment off the truck and attend training. Through this time, he gained the knowledge and experience necessary to fight fires and extricate people from vehicles. He currently holds the rank of captain.

"I started at the bottom of the ladder and I'm slowly climbing up," he said. "It's a good feeling."

He has discovered many overlaps between the railroad and firefighting. For instance, he has worked HazMat scenes as a fireman and

often helps transport HazMat cars as a railroader.

During railroad safety briefings, he can point to his CPR and AED training.

Though he has yet to face an emergency on the railroad, he has responded to more than he would like as a fireman.

He remembers a car accident near his home, where two sisters in a stopped vehicle were T-boned by another vehicle traveling 70 miles per hour. He and his fellow firefighters were able to save one sister, but not the other.

"It was the most heartbreaking thing," he said. "But we did all that we could do."

Summertown fundraisers help him and fellow firefighters reach out to citizens for support. His service instills a sense of pride.

"We like to do all sorts of things in the community," he said. "It's our way of getting to know people."

A member of the track department, Smith has worked more than three years with TSRR. He has come to relish the camaraderie of the railroad culture.

"I get along super with everyone that I work with," he said. "I guess you could say we click. We're like a big family."

## Mavrinac does it all well

For Matt Mavrinac, shop foreman, every day on the Butte, Anaconda & Pacific Railway brings a new challenge and a new lesson to be learned.

“We’re constantly going,” he said. “To be honest, I never thought I’d learn all this stuff. It’s great to be here.”

Mavrinac has worked nine years on the BAPR, primarily on the mechanical side. He also holds a locomotive engineer’s license and has performed signal maintenance for two months. The need for a new signal maintainer was prompted by the recent departure of Danny Edwards, electrician.

Edwards came back once a week to train Mavrinac and Aaron Grund, switchman, on the signal system. The two successfully completed the last round of monthly and quarterly inspections.

“We’re learning as we go,” Mavrinac said. “We have books and manuals for reference.”

Next, the duo must learn how to perform annual inspections, four-year inspections for older equipment with relays and 10-year inspections for all other equipment.

Mavrinac has embraced the role of signalman as a new and interesting experience.

“It’s something new and it’s a challenge,” he said. “It really keeps you on your toes.”

In addition to the signal system, they must maintain the locomotive and car fleets, as well as track machinery.

Away from work, Mavrinac enjoys spending time outdoors. An avid camper, hunter and fisherman, he also coaches his children in youth sports.

He currently coaches his daughter, Andrea, in fast pitch softball, and coached his son, Mason, in wrestling for 10 years. However, now that Mason has entered high school, Mavrinac has become a spectator instead.

He and his wife, Tonya, have been married 16 years.

# OIL SAMPLING DEBUTS

A locomotive oil sampling maintenance procedure has been implemented at all of the Patriot-owned railroads. The introduction of this tool has been overseen and directed by Dan Kisner, Director of Fleet Management/Mechanical. Kisner said this low cost measure will assist in identifying and preventing most catastrophic engine and air compressor failures before they happen. Everyone’s goal at Patriot Rail is to provide the most reliable locomotives for our customers, and reduce costs associated with maintenance and unexpected failures.

Patriot has chosen a contractor familiar with railroad oil analysis, ANA Laboratories Inc., which currently performs oil testing for various Class I, Class II, Regional and Shortline Railroads. This process is to establish a baseline for the elements in Patriot’s clean oil utilized for the locomotive fleet. Each sample is analyzed for contaminants such as water and fuel or the increase above established baseline on various metallic elements, which can indicate wear. To establish baseline, samples are taken from both the air compressor and engine every 30 days for three months. Once completed, the sampling process will fall into the normal 92-day maintenance cycle going forward.

By implementing a sampling program with the railroad properties, the exposure associated with maintenance responsibilities on leased locomotives has been reduced. In addition, favorable feedback has been received from the Lessor’s, which work jointly with Patriot for locomotive needs. This provides a comfort level to the locomotive owner that all equipment leased to Patriot will receive the best maintenance attention available.

Results of oil samples will also help mechanical personnel become aware of any particular support systems or areas which would be a candidate to the introduction of various elements or containments. This reduces the labor cost associated with locating problems and supports the timely repair and release of the locomotive back into revenue service, said Matt Mavrinac, Butte, Anaconda & Pacific Railway Mechanical Shop Foreman.

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- Matt Mavrinac

## Port of Florence sees rise in crossties

The industriousness of local employees helped the Port of Florence take on better-than-average crosstie volumes during the third quarter.

The business helped make up for a slight dip in aluminum volumes, according to Michael Phillips, Tennessee Southern Railroad port manager.

The railroad hauled 599 cars in the quarter, which amounts to more than a quarter of a million ties. August saw the most crossties with 258 railcars.

The ties come from sawmills in southern Tennessee, northern Alabama and northern Mississippi. Arriving by truck, they are lined up in the loading area. A hood loader knuckle boom loads 15 ties at a time into gondola cars. About 430 fit on the average railcar.

The ties are shipped to a Guthrie, Ky., treatment plant for eventual use by CSX Transportation. Crosstie volumes typically slack off in the winter, but come back strong in the spring and summer when rail repair ramps up.

Joe Robertson, operator, loads on average 15 cars per day. During a recent busy stretch, he loaded 90 cars during a six-day period.

“Joe is a real good guy and a great worker,” Phillips said.



A BAPR crew hauls tailings, a byproduct of copper mining, in an effort to remediate waterways in Montana.

## BAPR instrumental in stream cleanup

Employees on the Butte, Anaconda & Pacific Railway have played a key role in the revitalization of its region's waterways. BAPR has helped haul away tailings, a copper mining byproduct found in local waterways.

The assigned train crew includes Aaron Grund, switchman; John Jewell, switchman; Brian Kaye, locomotive engineer; and Tony Smith, designated supervisor of locomotive engineers.

"Across the board, our employees have stepped up," said Bob Andreoli, general manager. "Any time we get to a point where we wonder how we'll get things done, someone steps up."

Matt Mavrinac serves as mechanical foreman, while Al Taylor works as a track foreman.

"If the engineers run into a bind out there, those two are ready to step in at all times," Andreoli said. "That's the nature of everyone we have working for us. They give 110 percent all the time."

The Department of Environmental Quality solicited bids for the removal and remediation of the tailings and its residue, which includes cadmium and copper. Starting in Butte, crews are working toward Anaconda. The staged project will last up to two more years.

Train crews arrive to the site at 5 a.m. At 6 a.m., the train departs the unload site and reaches the load pad at 7:30 a.m. There, the 67-car train is loaded with tailings during a two-hour period. The crew then receives the go-ahead to return to the unload area near Anaconda. Once it arrives, the unloading process begins.

Largely dependent on weather, the loading process has been slowed by this year's heavy rains. "It can get fairly muddy in the tailings areas," Andreoli said. "If we get too much rain, they can't move the trucks."

Currently located at the mouth of the canyon, the load pad moves as the remediation process progresses. Two more changes in load pad location will occur before the project completes.

The DEQ has completed nine miles of re-vegetation with seven more to go.

People have noted a dramatic change in the stream after the removal of the tailings. Crews have planted vegetation, re-sloped the area and re-channeled much of the stream. It now serves as habitat for fish and waterfowl.

"They've made it more of a winding stream and made it better for wildlife," he said.

## White no stranger to written word

After he wrote an impromptu sports article about a local little league game and a subsequent anecdote about raccoons, Galen White decided he wanted to pursue writing as a more serious hobby. Growing up the youngest of five brothers, he definitely had plenty of fodder for stories.

"Most of the things I write about are my stunts from when I was a kid," said White, marketing manager for the Louisiana and North West Railroad.

For more than 20 years, White has written weekly columns in four Louisiana newspapers: Bossier Press-Tribune, Minden Press-Herald, Bernice Banner and Guardian Journal in Homer, where it all began. His work also is published every month in The Minute Magazine, a quarterly periodical available throughout much of Louisiana and parts of Arkansas.

"I've been known to exaggerate and embellish," he said. "Every now and then, I'll get serious and try to make a point, but usually I try my best to keep it real, light and funny."

White said he will keep writing as long as he can, as long as he has material and the publications keep running the stories.

"It's a fun thing to do and I enjoy it," White said. "I admit, though, I still find it amazing that people actually do enjoy my writing as much as they say they do."

Galen White



# Brown becomes Operation Lifesaver presenter

One close call was all Kent Brown, Utah Central Railway conductor, needed to realize the importance of Operation Lifesaver.

Brown was inspired to become an Operation Lifesaver presenter this spring, after an incident involving young trespassers. The boys, ages 4 and 5, lived at an apartment complex adjacent to the tracks.

While switching in the yard, a locomotive engineer noticed the children playing on tank cars.

"It took him by surprise," he said. "None of us was really sure how to handle the situation."

Brown made a phone call to Vern Keeslar, Utah state director of Operation Lifesaver, and said he wanted to become a certified presenter. He completed a full day of Operation Lifesaver training in October. As part of his coursework, he gave a 10-minute presentation to a group of eight people.

To become fully certified, Brown must give a presentation to another group within 90 days of his training. Each year, he must give four presentations to maintain his certification.

He will give his first presentation to his co-workers. Next, Brown intends to visit homes, apartments and businesses in the area

to educate residents and professionals about Operation Lifesaver. He also plans to make a presentation to a local power company that has had unsafe rail incidents involving its drivers.

"We want to educate the public and some of the companies that come across our track," Brown said. "We want to prevent any future incidents from happening and minimize any that do."

He hopes to instill in drivers and pedestrians the need to slow down and practice caution. A train's stopping distance is far longer than that of a car.

"The more I've worked for the railroad, the more I've noticed that people are in such a hurry," he said. "We can stop, but we can't stop quickly."

After receiving a degree in hotel management, Brown began an internship with the Heber County Railroad, a local tourist railroad featuring steam locomotives and scenic views.

In July 2002, he and his family bought a home in Davis County. He learned of UCRY from a friend and sought an interview. The rest is history.

"It's been fun," he said. "It's been a good journey."

## Fair, expo promote SAV

Fall events have allowed the Sacramento Valley Railroad to showcase its talents to prospective customers.

Held Sept. 29, the McClellan Business Expo featured a booth promoting SAV. The expo drew nearly 100 exhibitors, including McClellan Business Park tenants and outside organizations.

"It's an excellent networking opportunity," said Richard McGowan, general manager.

SAV also sponsored the McClellan Business Park's Spare the Air Transportation Fair. Held Oct. 21, the fair aims to curb smog and other air pollutants in population-dense California. Citizens are encouraged to walk, ride their bikes or carpool to work.

The railroad's booth at the fair featured a display for Operation Lifesaver, manned by Operation Lifesaver presenter and Assistant General Manager Denise Hunley.

Due to several crossings with high-volume automotive traffic and even foot and bicycle traffic, SAV has a major stake in the type of rail safety promoted by Operation Lifesaver.

"Railroad safety is a huge issue here,"

McGowan said. "Not only do we need to keep our employees safe, we need to look out for the safety of everyone in the park."

Banners featuring the SAV name hang above the booth. Fliers promoting the railroad's services were distributed to prospective customers.

The seven-mile railroad is a large presence in McClellan Business Park, performing a vital service by handling the

park's rail transportation needs.

"Without us, a lot of these industries wouldn't be here," McGowan said. "You have to show the owners of the park that you are one of their most important tenants and that you're willing to participate in their functions."

The exercises not only help promote SAV, but McClellan Business Park as a whole.

"We're helping put McClellan Business Park on the map," McGowan said.

He takes every opportunity to promote the SAV team.

"I'm proud of the team here," he said. "They're all safety conscious and participate in the safety of the railroad and the people around us."



## Espinoza lives to work

The Utah Central Railway has a new employee to help shoulder the workload.

After joining the ranks Sept. 16, Noe Espinoza, laborer, was confident he had made the right move.

"It's great," he said. "I like it. It's a fun job."

Previously, Espinoza placed the concrete used to build sidewalks and parking lots.

Though he has not yet taken on switching duties, he has repaired switch points and other track equipment integral to the local operation.

"We're moving cars around and switching," he said. "We're here and there, back and forth."

Espinoza, who enjoys working outdoors, was drawn to the active nature of working on the railroad.

"I like to keep moving," he said. "I like to work. I like to keep busy and want to give my best."

Away from work, Espinoza likes to work out, run and play soccer

and basketball. He

also follows current events. Most

of all, he enjoys spending time

with his daughter, Noelia.



Noe Espinoza,  
laborer

# Roberts an important asset

A productive and efficient railroad must have functional and well-maintained equipment. The Utah Central Railway relies on Kirk Roberts to run its Mechanical Department. Thus, it's a safe bet that the UCRY is a successful railroad.

With a background as a mechanic, Roberts was a logical choice to become UCRY's mechanical foreman in September.

"It's been good, and I'm happy to be here," he said. "People here are great to work with and I've never been treated so well."

In his first year on the job, he has completed many 92-day inspections, replaced numerous filters, checked lubrication levels, tested air equipment and evaluated many traction motors. He has also done work on Maintenance of Way equipment such as backhoes, tampers and ballast regulators.

"Pretty much, whatever they need done mechanically, I do," Roberts said.

He knew a great deal of the mechanical processes and procedures to fix the railroad's equipment, but one thing he learned once he started the job was ordering parts and maintaining inventory.

"I had never done that before," he said. "Previously, I'd just gone to a shelf and picked it up, but now I have to make sure there are things on that shelf."

Though Roberts is a one-man show in the UCRY's Mechanical



Kirk Roberts, UCRY mechanical foreman

Department, he occasionally calls on co-workers Ben Poore and Jesse Patino to assist him with bigger jobs. He says they are not only helpful and knowledgeable, but also versatile in their abilities.

"We're lucky to have them on our team," Roberts said.

When not working, Roberts enjoys spending time with another team he feels lucky to have: his family. He and his wife, Cindy, have been married 34 years and they have sons, Shiloh and Kelly; and grandson, Shiloh Jr., 4.

# DAVILA GOES ABOVE AND BEYOND

Some people trudge in to work every day, do what is required and go home. This is certainly not the case for David Davila or any of the employees of the Louisiana and North West Railroad Company, as they do much more than the bare minimum.

Davila, an agent/dispatcher in Homer, La., provides customer service and coordinates customers' needs with train operations for the short line. This means he must maintain a good understanding of the customers, their commodities and the needs they have for shipping out and shipping in and an interest and ability in providing them the best care in receiving, delivering, switching and weighing.

"These aspects are necessary for keeping things running like a well-oiled machine and keeping everyone happy," Davila said. "They are things that my company and our customers expect and things that I expect from myself on a daily basis."

Since Patriot Rail came on the scene, Davila has appreciated the other, less obvious expectations the holding company has developed. One of these, which employees of the LNW have embraced, is creating

a positive presence within communities along its tracks. Davila is impressed by this objective and understands the motivation behind it: 'we're all in this together.'

"Patriot has done so much to improve the railroad and make it better for everyone, including employees and community members," Davila said. "A community needs solid businesses to thrive and a business needs the people of the community to succeed, so we're all a part of this together, and we have a shared pride in where we live and work."

After months of planning and organization between the LNW and the towns through which it runs, the community involvement kicked into high gear with a Santa Train during the 2009 Christmas season.

"We customer-built this with each community, and once they decided what they wanted to do, we determined when we would bring the train in," he said. "It went well for the first year, and everyone thought it was great."

In addition to holiday festivities, LNW employees also get involved in community

celebrations, such as the PurpleHull Pea Festival in Emerson, Ark., and the Magnolia Blossom Festival in Magnolia, Ark. At these and other gatherings, short line employees give tours of Patriot locomotives, set up Operation Lifesaver booths and interact with the public.

"Some people got enthused right away and others warmed up gradually, but there's really a feeling of involvement and belonging here," Davila said.

*A decorative tiller made for the Purplehull Pea Festival in Emerson, Ark., by the LNW's own Heath Harvey, electrician/machinist, and Justin Gorman, shop foreman.*



# TSRR delivers when it counts

The longstanding relationship between Tennessee Southern Railroad and AmeriGas goes beyond business — and that suits Eric Fuller just fine.

A regional logistics manager, Fuller has worked 10 years with AmeriGas, a sales and distribution facility that receives propane tankers via the TSRR.

AmeriGas then offloads the gas into its storage facility and ships it back out by truck.

Since entering the equation in 1989, the TSRR has provided exemplary customer service, according to Fuller.

“They’re very dependable, very honest,” he said. “They bend over backwards to make sure our needs are met.”

TSRR employees have not only proven themselves good businesspeople, they have proven themselves good people.

“They’ve been a great group of people to work with,” Fuller said. “Over 10 years time, you’re going to get close to the people you work with.”

Employees from both companies discuss family and have a genuine concern for one another that results in a high level of trust.

“It’s nice to have a friendly voice on the other end of the line, to just be able to step away from work for a little while,” he said.

Depending on the time of the year, weather and other variables, propane volumes can vary from one car a day to five cars a day. TSRR will switch the facility as often as twice in one day, whereas rail partners in other terminals may switch only two or three times a week.

With limited storage capacity, the facility cycles through railcars quickly during times of elevated propane demand.

On such occasions, TSRR has proven itself particularly responsive, helping AmeriGas meet its customers’ needs.

“Their ability to switch us out whenever needed keeps us going at all times,” Fuller said.

Due to the high expenses associated with trucking, rail stands as the facility’s only efficient option for propane delivery.

“To supply the region that we cover, the rail line is the only way to do things right,” Fuller said. “We’re proud to have the Tennessee Southern here.”

*The Tennessee Southern Railroad continues to provide quality customer service to AmeriGas.*



*This material is intended to be an overview of the news of Patriot Rail Corp. If there are any discrepancies between this newsletter and any collective bargaining process, insurance contracts or other official documents, those documents will govern. Patriot Rail Corp. 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.*

*Thank you to everyone who contributed to this issue of the newsletter. If you have a story idea, contact Nate at nathan@newslink.com.*

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## A family affair

Not only do many employees of the Tennessee Southern Railroad have their own spouses, children and grandchildren, but they are a part of a bigger family dynamic with their TSRR co-workers and Patriot Rail counterparts.

“Safety is definitely No. 1 for us,” said Jenny Putman, operations manager for TSSSR, wife to Brent, a locomotive engineer and mechanic for TSRR; and mother to 16-month-old Wade. “We work hard to make sure communication between everyone is tip-top, that we know where everybody is and that everybody else knows where everybody is.”

At home and on the railroad, the Putmans put safety first for their sake, that of their son and the well-being of their colleagues and their families. Brent also has two older sons, Casey and Wesley.

“The ties here run deep, so nobody wants to deal with any kind of injury or incident,” Jenny said. “We all know each other so well and know each other’s family, and that’s a big reason that we all look out for each other.”

Jennifer Denoncourt, TSRR office manager, agreed and added that she looks forward not only to returning home in the evenings to her husband, Tim, and their children, Courtney, 10, and Ethan, 3, but also watching them grow up. She says working safely is one good way to ensure that will be possible.

“Safety is very important, and we stress that every day,” she said.

*Courtney and Ethan, children of TSRR Office Manager Jennifer Denoncourt, are what keep her thinking about safety at work.*

