

# RAILWORKS® TODAY

*A monthly newsletter for employees of  
RailWorks Corporation and its subsidiaries*

## Short Line Maintenance Momentum Growing



RailWorks maintains this track in Kingsbury, IN, for the Chicago South Shore & South Bend Railroad (CSS), one of the short line railroads that rely on RailWorks for ongoing track maintenance. Left, a RailWorks Track Services crew cleans snow off of a switch on the CSS main line in Michigan City, IN.

The job of maintaining a railroad is never ending. A roadmaster calls with a need to replace some rail, or a chief engineer wants to know if he can get a tamper in a week.

RailWorks offers a fair price and secures the job. Our employees respond rapidly and perform the work with skill and precision. A relationship builds and additional opportunities – and even unsolicited recommendations – emerge.

Some variation of this formula repeats itself time and time again throughout the RailWorks network. A couple of current cases in point are the Chicago South Shore & South Bend Railroad (CSS), and the Fort Worth & Western Railroad (FWWR) – two short lines where RailWorks performs ongoing maintenance as well as capital projects.

A few years ago, CSS contacted RailWorks Track Services’ LaPorte, IN, office with a routine maintenance request. “We started to build a relationship with them, and they started to

see the quality of our work,” says Project Manager Chuck Hall. “They continued to call us.”

Then, about two years ago, CSS asked RailWorks to provide pricing for a full-time crew to work perform year-round maintenance on much of its system. “We gave them a competitive price,” Chuck says, “and now we perform track inspections, clear away snow in the winter, and do normal summer track maintenance like changing ties and rail, and checking and lubricating switches. The president couldn’t be happier. He tells me all the time.”

In fact, the CSS president recently said as much to a potential RailWorks industrial customer. “Two years ago,” Andrew Fox wrote in an unsolicited recommendation, “South Shore Freight (CSS) outsourced its entire track maintenance effort of some 75 miles of track to RailWorks, with the exception of a top layer of supervision. The results have been very positive. We find them proactive when it comes to finding and correcting defects



After earning a maintenance contract with Fort Worth & Western Railroad, RailWorks was awarded a capital contract to update Hodge Yard, pictured here. RailWorks is changing out six switches and additional panelized track in the yard, located in Fort Worth, TX.



A RailWorks Track Systems crew changes out ties in Hodge Yard as part of ongoing maintenance.

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The maintenance work has led to additional jobs. Last year, CSS awarded RailWorks with a half-dozen capital improvement projects across the railroad line that included upgrading rail; replacing ties; completing surfacing work and crossing rehabilitation.

Chuck said that word has reached CSS owner Anacostia & Pacific Co., which is opening doors for future RailWorks bidding on jobs for other A&P-owned railroads.

The story is similar at FWRR, where RailWorks Track Systems is in its second year of a five-year contract to provide maintenance on a major portion of the 276-mile line.

About 14 months ago, RailWorks bid on and was awarded maintenance work. Two, four-man gangs work about 175 miles of Texas track between Grapevine in the Dallas-Fort Worth metroplex and Brownwood to the southwest. One gang is based out of FWRR’s Hodge Yard in Fort Worth, the other out of its Dublin Yard in Dublin.

Area Manager Stewart Hoffman says RailWorks provides nearly constant surfacing work and “extra jobs.” He says they’re currently changing out six switches and some panelized track in Hodge Yard, and a tie gang will replace 5,000 ties in southwest Fort Worth.

In addition, Stewart notes that “our work for this railroad has led to new customers that they serve. We’re able to go in and say, ‘We do all the maintenance for the Fort Worth & Western,’ and so they say ‘OK, I need this and this.’” RailWorks has picked up 16 additional customers this way.

*“We find (RailWorks) proactive when it comes to finding and correcting defects before a derailment occurs. For two years running we have not had a reportable derailment on RailWorks-maintained track. They are cooperative and responsive, and they treat our property and our interests as if they were their own.”*

Andrew Fox, President  
Chicago South Shore & South Bend Railroad  
regarding 75 miles of track  
on which RailWorks provides maintenance

“The FWRR customers are happy, which makes FWRR happy, which encourages them to give us more work.” Stewart credits well-trained employees who produce quality results.

And he notes that the RailWorks Track Systems team has impressed another happy railroad executive in FWRR President and CEO Steve George. “He has said in front of multiple RailWorks employees that his railroad has never looked or ridden better than it does right now.”

## RAILWORKSMART RAILWORKSAFE

# Safety Improvement Ideas Continue to Emerge

Last month's issue of *RailWorks Today* featured examples of how RailWorks regions are implementing new approaches to safety. It highlighted familiar ideas with a fresh twist, or altogether new practices. This issue features a continued sampling of safety "do differenters" from throughout our network.

Like many other work groups, RailWorks Signals & Communications is conducting field safety observations. Either a foreman or a manager observes the work area and the work itself for a half-hour to an hour, and then gathers the crew for a discussion. Within the S&C team, they are striving for safety feedback that is positive and personal.

"It's a work in progress," says Vice President and General Manager Tim Orlandi, "but we're trying to teach, 'I see you doing a task and 90 percent is really good stuff. Maybe there's also a way to improve the procedure.'" Tim also recalls having tasked a recently promoted supervisor with handling a situation with an employee who'd been cited for speeding. The supervisor told Tim he would talk to the employee and write a letter. "It was the coolest letter I've ever read," Tim says. "It came from the heart, talking about 'you mean a lot to me and to your family.'" Tim says it reflected exactly the buy-in he had hoped would occur.

As they come into a particularly busy work period, L.K. Comstock National Transit crews are ramping up safety awareness. "We now find ourselves entering into some very busy periods in some complex environments," notes President Mark Patterson, "such as the Seattle Sound Transit U830 Tunnels and the South 200th Link Extension. We have internally discussed the need to make sure we revisit safety, to make sure there is safety awareness in everything we do." His team is preparing to implement monthly audits of major sites conducted by

general foremen, construction managers, project managers and executive managers. In addition, they are establishing a formal committee to review current safety practices in order to develop and, where possible, improve best practices and related procedures.

Region Manager Steve Kadriik shared several steps that RailWorks Track Systems' Central Region is taking. Among them are phone calls each Monday from Regional Safety Director Ralph Weber to each foreman to discuss the safety plan for the week. The region also is conducting a new hire class to supplement field training. "We're bringing new employees into our office," he says, "to have in-depth time with them and a little more structure versus in the field." In addition, managers conduct monthly job site safety audits, and there are ongoing conference calls among select personnel for incidents involving injury or damage.

For L.K. Comstock & Co. and RailWorks Transit which comprise New York Transit, a do-different plan has begun with a phase of diligent research. Adam Penza, vice president – Civil for New York Transit, says that in addition to pursuing on-the-job safety and injury prevention, he is researching whether active case management (ACM) might find a place in New York Transit's approach to safety.

Research into construction industry safety and the role of ACM has led to exploring alternatives to injury care and management. Adam is investigating how ACM plays into visits to an occupational clinic or a hospital, pain medications, and the back-to-work process for injured workers. "We're in the investigative process of learning how to focus on active case management," Adam says. "We're working with Legal and with industry experts. This year is about coming up with the plan to best care for our employees."

## We're Ready! April 7 GoLive Coming Up



*This column is part of an ongoing series in RailWorks Today highlighting RailWorks' Enterprise Resource Planning (ERP) initiative, which integrates all of our information management systems into a single system.*

The last of ERP training sessions for estimators, procurement personnel, project and office managers and controllers wrapped up in mid-March in preparation for the GoLive April 7. That's when the next phase of ERP will be implemented in our U.S. Transit operations, Canadian businesses and at HSQ Technology.

In preparation for GoLive, legacy Timberline and Explorer systems will close April 2 but will still be available for inquiries. On April 6, just prior to the GoLive, about 35 members of the support team – comprised of RailWorks Corporate, Information Technology, U.S. Track and Deloitte personnel – will be deployed to 12 RailWorks offices across the United States and Canada. Over the next three weeks, the support team will help the field with implementation issues by troubleshooting daily issues, conducting GoTo Meetings and supplementing onsite training.



**Gene Cellini, senior vice president - Tax and one of 18 ERP instructors, explains to project managers the implications of construction company taxation within the new ERP system at a March 11 training session in Orlando, FL. As users, installers and sellers of construction materials and services, RailWorks must apply the proper tax when inputting and approving invoices and entering billings across various states and provinces.**

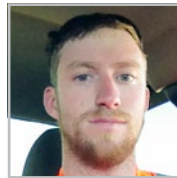
RailWorks Values In Action: **Integrity**

# Employees Render Aid After Accident

Three RailWorks employees called on their first aid training – along with their character and adrenaline – while in Lakeville, MN, for last month for the annual Central Division safety meeting.



**Bill Rozevink**  
Tamper Operator



**Jerod Jobson**  
Machine Operator



**Jon Osantowski**  
Lowboy Driver

Lowboy Driver Jon Osantowski, along with Tamper Operator Bill Rozevink and Machine Operator Jerod Jobson, were traveling from the Lakeville office late on a Wednesday afternoon when they witnessed a head-on collision between a car and a semi-truck. The truck driver was able to walk from his vehicle, but the driver of the car was pinned inside and badly injured. Jon, an emergency medical technician (EMT) with 12 years' experience on a volunteer ambulance crew, provided cardio-pulmonary resuscitation to the 16-year-old boy. Jerod called 911 and then assisted Bill with traffic control. All three remained on the accident scene until an ambulance and the police arrived.

Jon said that the protocol he had learned and practiced kicked in right

away. "I just basically got up there to assess the scene and see if there was anything to be done." He asked Jerod to ensure the car's battery was unhooked so that no additional airbags could deploy. At the same time, Jon was attending to the boy, who'd been driving the car. "I found he didn't have a pulse. I stabilized his head and was able

to recline the seat. I gave him two chest compressions and cleared his airway, then started CPR and did get a pulse. By the time the ambulance and fire department arrived, we'd actually had a couple of responses out of the young man. I was able to coach his breathing (until additional emergency personnel arrived)."

Jon, Jerod and Bill were recognized the next day at the division safety meeting. Regional Safety Director Ralph Weber notes that "there is no doubt that the actions of all three employees were responsible for keeping the accident victim calm and preventing any further incidents."

RailWorks Values In Action: **Customer Focus**

# Wanted: Summer Interns Seeking Invaluable Experience

RailWorks is looking for capable, motivated candidates for the 2014 summer internship program. This effort has proven to be mutually beneficial, providing invaluable on-the-job training while developing a pipeline of potential employees.

Interns gain real-world construction industry experience in RailWorks' U.S. and Canada operations. Assignments vary but may include helping with material ordering and handling; becoming familiar with drawings, charts and construction terminology; working with construction equipment and otherwise assisting with company construction projects.

After hosting interns informally for several years, U.S. offices are in their third year of a formalized recruitment program. Internships generally last

12 to 16 weeks and target college students who are studying construction management or engineering with a focus on rail or transportation.

In Canada, PNR RailWorks offers internships of four to eight months or sometimes longer. Seven interns are already confirmed for the summer, but PNR RailWorks would like to hire three more in Signals & Communications, two in Quebec, and one additional person in the Pacific and Prairie regions.

If you know someone who meets the qualifications and wants to learn more, please point him or her to the Careers section of the RailWorks or PNR RailWorks website. Interested candidates can apply through the Career Portal, by mid-April.

## Calendar Notes

### Employee Recruitment

April 1	RailWorks Track Systems, St. Cloud, MN
April 3	PNR RailWorks Quebec, Delson, QC

### Safety Training

April 2-4	RailWorks Track Systems, Deer Park, TX
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### ERP

April 7-20	Go Live and Follow-up Support, All Affected Offices
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### Industry Events

April 7-8	2014 International Rail Safety Seminar & Expo Orlando, FL
April 22-25	American Short Line and Regional Railroad Association Convention, San Diego, CA

## News Across the Line

### SunRail

The inevitable is happening on the SunRail project in Orlando, just as it does on other projects when the work is done. The punch list has been completed, the trailer will soon be packed up, and most of the employees have already been redeployed.

“It was challenging and difficult, but everyone here worked well together,” attests Assistant Project Manager Scott Stark. “We’ll all be proud when the line opens for revenue service on May 1.

“We had a good team here so it’s bittersweet, but you’re happy to get on to the next project. That’s been my experience on every project I’ve worked on. We learned a lot here, so we’ll be smarter about bidding and working on future projects,” adds Scott.



The SunRail Project Team poses for a final photo as the work winds down (L to R) Quality Control Manager Tomas Ramos, Assistant Project Manager Scott Stark, Office Engineer Larry Hudson, Project Engineer Keith Drennen, Project Superintendent Reggie Barrett, Office Manager Robin Rebollar and Controls Engineer Padideh Moghaddam. Not pictured: Safety Manager Greg Mays, Office Assistant Ashlee Gauna, Maintenance Manager Tim Koerting and Project Manager Ed Fenn.

### RailWorks Track Services



Employees simulated the lifting of a tie or rail stick during a presentation by Paul Sonnenfeld, West Region safety director, covering crane rigging and signal training. (L to R) Paul inspects the work of field employees Butch Lipsinger, Rick Atwood, Fred Hazel, Jake Malich and John Tate, who used “shackles,” “slings” and a “spreader beam” to demonstrate proper rigging. The men were among about 70 people participating in Youngstown Area safety training Feb. 25-28 in Boardman and North Jackson, OH.



At the North Jackson (OH) office, while one group of employees was inside reviewing fire extinguisher safety, other groups conducted safety exercises in the yard with a forklift, backhoe and air compressor during Youngstown Area safety training last month.



Employees of the new RailWorks Track Services office in Santa Fe Springs, CA, recently completed their first safety training meetings. Back row (L to R): Project Manager Jim McCaslin, Safety Manager Ricky Waynes (in cowboy hat), operator Joe Sanchez (in green), Regional Safety Manager George Luce, Project Engineer Cesar Bonilla, and Area Manager Ralph Berg. Middle row (L to R): Laborer Leonel Avalos, General Foreman Felipe Hernandez, Operator Jose Hernandez, Laborer Sergio Vazquez, RailWorks Track Services President Ed Kennedy and Laborer Juan Santos. Leaning Forward: General Superintendent Donny Sondej. Front row (L to R): Laborer Rodolfo Almanza (in red shirt), Office Manager Giselle Navarrete, Operator Guillermo Cuevas, and (kneeling) Laborer Carlos Linares. Current jobs for this office include work for Naval Base Ventura County, the Long Beach Container Terminal, and the Laverne City, CA, water treatment plant.