



THE PAN AM CLIPPER

2008 ISSUE 2

FIND US ON THE WEB AT: www.panamrailways.com

THE PRESIDENT'S MESSAGE

To Our Pan Am Customers:

Pan Am Railways has prepared a Winter Preparation Plan to enable us to better serve our customers this coming winter. Our mission is to provide our customers' transportation and distribution needs by being the best at moving their goods on time, safely and damage free. Winter will be upon us shortly, listed below are some helpful hints to help you with on-time deliveries during the winter months.

Try to keep the switch point and rods clear of snow and ice so that switch can be operated safely.

Try to keep the switch stand and the immediate area clear of snow and ice so that your employees and ours can safely get to your switch and operate it. In addition, please clean any walkway area the crew may need to access your facility or cars during service.

Try to keep tracks needed to access your cars or car spots clear of snowdrifts. Pay particular attention to ice build-up on rails or water runoff close to buildings.

Try to keep ice build up in the flangeways of your crossing clear for safe movement of railcars or locomotives. This is particularly critical with asphalt or dirt crossings.

During snow removal efforts, try to keep snow piles from building too high around crossings and corners of buildings. This will allow maximum visibility of any moving equipment by both your and our employees.

Try to keep all vehicles, company and private, clear of all tracks to avoid accidents during switching. Make sure closed clearance signs are free of snow and clearly visible for our switching crew.

We appreciate your efforts to keep the switches on your property clean of snow and free of ice; this will enable us to place and pull cars as quickly as possible and keep traffic flowing over the railroad. As always our Customer Service Department will be available to assist in the location of cars and respond to any service delays. We encourage you to call them at 1-800-955-9212.

David Armstrong Fink
President
Pan Am Railways

INFORMATION

Pan Am Clipper is published four times a year by Pan Am Railways.

Editor: Kathleen Gregory
1700 Iron Horse Park
North Billerica, MA 01862
978.663.1130

PAN AM ON THE INTERNET

The Pan Am Railways website (www.panamrailways.com) offers car location information either through the car movement system (STARR) or the AEI database. CustomerService@panamrailways.com is another option to access car location information, etc.

SALES AND MARKETING **WELCOMES** A NEW ADDITION TO THE TEAM

The Pan Am Railways' Sales and Marketing group is pleased to announce that Meghan G. Timcke has joined the department as Director of National Accounts. Meghan, a native of Florida and graduate of Florida State University, brings with her over twelve years of experience in the logistics industry. She began her career at CSXT in Jacksonville, Florida, and spent several years in positions where she had duties in both the Sales and Marketing fields, specifically pertaining to the Chemicals line of business. During the acquisition of Conrail by the Norfolk Southern and CSXT, Meghan was promoted to Account Manager and moved to New Jersey in order to vie for the "jump ball" business that was competitive in that market between the two organizations. In that capacity she added over \$1 million in revenue to her company's bottom line within six months, at which time she was promoted to National Account Manager and moved to Boston, Massachusetts.

Her new position included sales responsibility for the management of a Chemical Accounts Portfolio which consisted of Unilever HPC, PCI Chemicals Canada, Chemtura Corporation (formerly Crompton Chemical), as well as a variety of other organizations within her territory of New England and Eastern Canada. After two years in that role, Meghan got married and moved to Connecticut where her sales duties expanded even further to encompass clients in every Merchandise Market Vertical. There she was in charge of the management and expansion of an account base totaling over \$45 million in revenue, of which she delivered greater than three percent in overall growth that year.

Meghan left CSXT in 2004 to pursue additional opportunities within the logistics industry, specifically in the 3PL sector where, as Director of Business Development, she was responsible for the management of existing clients as well as establishing new business. She both created and utilized strategic planning initiatives and presented comprehensive supply chain packages to maximize profitability for clients' outsourced logistics services. As a result of her successful efforts, in 2007 Meghan's previous employer achieved the most profitable year in its 35-year history.

Meghan realized, however, that her true calling was railroading and is extremely enthusiastic to now be a member of the Pan Am Railways team. An extremely dynamic and motivated individual who is glad to be back to her roots as a sales professional in the rail industry, she brings to us an extensive background in Railroad Sales and proven track record of success which will add to Pan Am Railway's profitability, growth, and client relations as we move forward.

Please join us in welcoming Meghan to the Pan Am Railways team!

Contributed by:
Michael P. Bostwick
Senior Vice President
Marketing and Sales

ADDRESS CHANGE?

Let us know your new and your old address.
Fax it to 978.663.6907 or send it to the Editor,
Pan Am Clipper.

IDEA SUBMISSION

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.

CREDITS

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LIVERMORE FALLS, MAINE

RAILROAD CROSSING PROJECTS

Pan Am Railways Engineering Department officials have been working closely with the Maine DOT and Town officials of Livermore Falls, Maine. An MDOT roadway paving project was scheduled for Livermore Falls during two weeks in August as a major contributing factor to the beautification of the Downtown area. Several meetings were held to address the need to remove and replace existing worn rubber crossing surfaces at three various locations within the Town before the MDOT paving project. Bridge Street, Main Street and Depot Street railroad crossings were selected for upgrades. All of which are located in the heart of Livermore Falls.

Bridge and Main Streets required removal and replacement of the existing running rails, replacement of the rubber crossing surface and also asphalt paving. Depot Street required removal and replacement of the entire track structure, installation of a new track panel, distribution of new stone ballast, line and surfacing, installation of new rubber crossing material and asphalt paving.

It was decided that the streets be completely closed for 48 hours during the construction period due to the time required for removal of the old track, installation of the new ties and rail, distribution of new stone ballast, track surfacing, installation of new rubber grade surface interface material and fresh asphalt paving.

A reconstruction schedule was developed by Pan Am, MDOT and Town officials for each of the three street locations that indicated the specific times and dates.

Notices were placed in local newspapers to inform the traveling public of the impending road closures.

On Monday, July 7th, engineering track crews commenced work by removing the old crossing materials (ties and rail) from Depot Street and by installing a new track panel (prefab section of track). Stone ballast was distributed and a Jackson tamping machine was utilized to surface and realign the rail throughout the crossing.

As scheduled, on Tuesday July 8th, engineering track crews removed and replaced the section of rail through Main Street. The following Monday July 14th engineering track crews removed and replaced the rail section through Bridge Street.

All three at-grade crossings are back in service with new rubber crossing surfaces and new asphalt for vehicular traffic.

This very successful project was only made possible through extensive communication, coordination, and assistance from all parties involved.

Contributed by:
R. A. Blanchard



Town Of Livermore Falls

Municipal Building
2 Main Street
Livermore Falls, Maine 04254
Tel. 897-3321

Office Of
Selectboard
Assessors
Town Manager
Tax Collector
Treasurer
Town Clerk

July 31, 2008

Pan Am Railways
Attn: Mr. John Steiniger
1700 Iron Horse Park
North Billerica, MA 01862

Dear Mr. Steiniger:

On behalf of the Town and Selectboard, I want to express my gratitude for the great teamwork on the repairs for the three crossings in Livermore Falls! The coordination between your Pan Am, Maine Department of Transportation, Livermore Falls Public Works, and Pike Industries was excellent. The detours were set up thoughtfully and were amenable to trucks too.

Many citizens and business owners have told me not only how smooth they are but also how they add to our town goal of beautification and revitalization. Traffic no longer searches for a detour around the downtown area. With the completion of our street paving the project will be completed within a month! We are very appreciative for the new crossings.

Please pass on the compliments to all co workers involved- they should be proud of a job well done!

Cheers,

Martin Puckett
Town Manager
Livermore Falls
www.lfme.org



Depot Street - BEFORE
Photo by: R.A. Blanchard



P.O. Box 107, Farmington, ME 04938
Tel: 207.778.5887 • Fax: 207.778.3442 • info@greaterfranklin.com

July 25, 2008

Mr. David Fink
President
Pan Am Railways
1700 Iron Horse Park
North Billerica, MA 01862

Dear Mr. Fink:

Greater Franklin Development Corporation is the economic development entity that works with the Town of Livermore Falls to create new jobs through business attraction and retention; in addition, we enthusiastically support the Livermore Falls Downtown Betterment Group's effort to revitalize the downtown area.

I want to thank you very much for your recent track repair...it's a dream to cross over the railroad tracks now. I would also like to thank you for scheduling this repair earlier than you had anticipated.

The timeliness of the track repair complements nicely the façade improvement about to be undertaken in the downtown area with the help of a \$150,000 Community Enterprise Grant through the Maine Office of Community Development and other projects as Livermore Falls seeks to revitalize its town.

Again, thank you.

Best regards,

Alison A. Hagerstrom
Executive Director

cc: John Steiniger, AVP-Engineering
Martin Puckett, Town Manager
Rep. Gary Knight
David Cole, Commissioner, Maine DOT



Depot Street - AFTER
Photo by: R.A. Blanchard

Your partner in business success...

www.GreaterFranklin.com

AND SO IT BEGINS

In the last issue of the Pan Am Clipper (Special Edition), we announced a joint venture with Norfolk Southern Corporation to form what will be known as Pan Am Southern, which will consist of all current Pan Am rail lines west of Ayer, Massachusetts. The main line between Ayer and New York State will be referred to as the Patriot Corridor.

This enterprise, operated by the employees of Springfield Terminal Railway, will offer improved rail freight transportation, higher capacity intermodal capabilities and more efficient automobile transport within the region, and provide our customers with superior rail transport services and performance. Accomplishment of this goal will involve work on the track, bridges, signals and communications system, structures and facilities. The Pan Am Railways' Engineering Department is eager to begin its work.

Track Upgrades

While the familiar click-clack of the rail upon the track may bring back childhood memories for many of us, continuous welded rail (CWR) provides a much smoother, quieter passage than the traditional jointed rails, with less wear on the track and the train wheels and, correspondingly, less required maintenance. We will be replacing 25 track miles (264,000 feet) of jointed rail with CWR. In addition, we will be smoothing out and compacting the rail bed (surfacing) to eliminate variations in profile and alignment on 181 miles of track to ensure smooth and safe operation at faster speeds. We are also replacing 144,800 ties and several grade crossings. Numerous turnouts will be rehabilitated, and additional rail lubricators will be installed to decrease friction and wear on the new CWR.

Bridges & Sidings

In recent years the industry has been moving toward increased weight limits for freight cars, up from 263,000 lbs. to 286,000 lbs. Throughout the nation, this has caused many locales to impose speed restrictions, particularly across bridges, to minimize the dynamic loading generated by these heavier cars. To eliminate the need for these weight imposed restrictions, we will be upgrading 21 bridges to the 286K requirements.

Along with the restrictions for weight, there are also some areas where height restrictions are necessary along some of our passing sidings. To allow for increased capacities along the rail, both tracks need to be accessible for the taller auto cars and double-stacked container cars. We have been working with state highway departments over the years to eliminate areas where this is a concern by increasing overhead clearances on scheduled bridge replacements, and will be reworking those areas remaining to allow passage of these taller cars along the entire route. This upgrade, along with an additional passing siding in Pownal, Vermont, will provide all of our customers with an increased capacity along the tracks in this system.

Signal and Communications Upgrades

Any overhead wire, by its very nature, has always been prone to the occasional failure due to natural causes, weather or vandalism, causing power interruptions and, in the case of the railroad, signal failure and the associated delay in rail traffic. Most utilities have chosen to move their lines underground where practical, however, the railroad has a unique, 'iron-clad' solution; we simply move the signal to our already existing conduit – the rails. Our plans are to implement this system along the entire route, thus avoiding the interruptions in service caused by storm damage, not to mention the upsurge in wire theft that is directly related to the high yield on copper scrap.

The improved reliability of this upgraded system is designed to reduce signal malfunctions and the delays associated with them, providing all of our customers with a more efficient running operation.

Structures and Facilities

Intermodal transport has become an important factor in cost containment for shipping all around the world, and we have been a key player in that process for the New England area. We will be upgrading our existing facility in Ayer in order to accommodate the increased capacity of the rail system and improve the efficiency at which we process transfers.

We will also be building a new automobile facility in Ayer with two auto unloading tracks capable of accommodating 20 auto racks, a loading area for 16 auto transport trucks, 828 auto bays and 10 charging bays.

The Albany, New York area will see a new intermodal and/or automobile facility to complement the Ayer facility. Plans are currently being developed by Norfolk Southern for a facility in the Mechanicville, New York area, which will link Pan Am Southern with the largest intermodal network in the East.

This venture presents us with a very strong opportunity to offer improved freight transportation in the region by providing a fast, efficient and reliable means of moving freight in New England and a means to help stem the rising costs to consumers that are caused by escalating fuel prices. Before long, The Patriot Corridor will emerge as a first-rate route of choice for our valuable customers.

Contributed by Sharon Ziemek



1. Car being off loaded from Auto Rack.
2. Double Stacked Railcar.
3. Off loading a semi-trailer from a railcar.

Photos by: Sharon Ziemek



A SCHEME MAKEOVER

Pan Am Railways Locomotive 506 left the Waterville Paint Shop in April with a brand new paint scheme that features decals and lettering inspired by vintage logos and typescript long symbolic of Pan American Airways. The “new” 506 was featured on the back cover of The Pan Am Clipper Special Edition (May 2008) and represents the first in a series.

This latest design had to be not only attractive, but simple, using as few colors as possible since each color can add a day to the paint schedule. In a striking departure from our previous locomotive paint schemes, the concept was to go with one prevailing color, counterbalanced with a secondary color displaying the symbols from Pan Am Airways’ historic past.

A very neat and uncluttered ‘Pan Am Railways’ inscription patterned in the slanted 1930’s period font and the unique Pan Am winged globe is all that will appear on the locomotive car body, along with the sixteen-inch tall road numbers and American flag. Classically attractive in its simplicity, this new format takes advantage of an uncomplicated exterior paint scheme by utilizing one basic color, a deep blue DuPont brand Imron urethane. White is the only other outer surface color to offset the dominant blue, and it provides a clean contrast for the Pan Am Railways script, logo, and locomotive numbers that appear on the long hood. The interior engine room and the operator’s cab, both painted in the identical shade, satisfactorily complete the look while at the same time proving to be cost efficient for the railroad in time and labor.

Our locomotives are painted, not just for show, but for protection of the steel surfaces that will be exposed to many years of harsh weather, temperature extremes and strong detergents. At the time of this issue of the Clipper, Locomotive 307 is in the Paint Shop at Waterville, the second to receive the new livery.

Contributed by Bill Mayo

Photo by: Michael Peverett

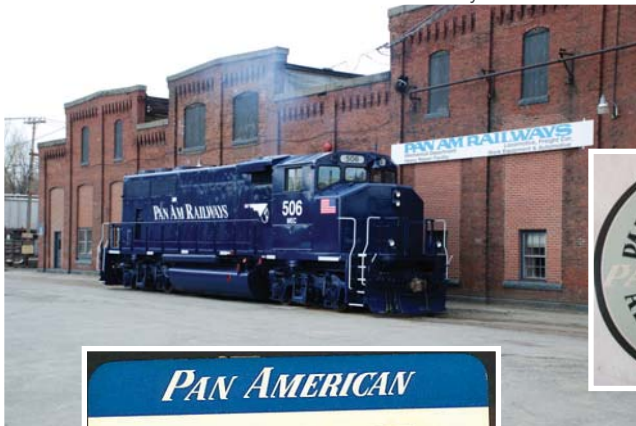


Photo by: Lynn Vicaire



Photo by: Michael Peverett

INFORMATION AT THE SPEED OF LIGHT

In the last issue of the Clipper, Pan Am Railways President David A. Fink made the following statement in his President's Message: "The Patriot Corridor will be a faster, higher capacity route than the one that exists today". On the face of it, that statement would appear to refer to physical characteristics of the railroad such as tracks, facilities, or rail equipment. While certainly important, there is, in fact, much more to it. Indeed, to maintain this "faster, higher capacity" movement of freight, it is inevitable that a corresponding information network to bolster the "faster, higher capacity" movement of information be in place. And so it follows that, in turn, THIS may well involve a support package consisting of systems, hardware, and software. Like the rail network and infrastructure, there is much more than meets the eye.

In the same way that track conditions affect the efficiency of movement by rail, so does the quality of data affect how efficiently information moves across the railroad, between railroads, and between the railroad and the customer. Here at Pan Am Railways, our information infrastructure has been set up in such a way that properly formatted and accurate shipping documents that have been received electronically can be automatically processed through the system without human intervention.

All too often, the movement of freight is adversely affected by inaccurate, incomplete, or ambiguous shipping data. Sometimes the information is complete but does not conform to the specification standards for the document type, which, in extreme cases, can result in the incorrect movement of freight and lead to additional charges and delays. This inaccurate shipping information is not exclusive to us or our customers; surprisingly, it can also derive from other railroads not taking the proper care in data preparation or validation. The bottom line is that identifying the inaccurate data, finding out what the right information is, and then applying the correction, presently results in considerable expense to the railroad.

There are also situations where customers are just not taking advantage of available means currently in place to submit shipping documents to us automatically. It could be that the technology is not readily accessible to them, or there is a reluctance to use it, preferring instead to do things in the old-fashioned way. For those who resort to the fax and phone, we understand that learning and using a new technology is not necessarily a fun thing to do, and we are also aware that it can increase your workload. However, failing to utilize information technology, in turn, requires that someone at Pan Am Railways interpret the request and create the appropriate shipping documents, often causing an unnecessary delay in the activation of the shipment, which, again, represents a significant expense to both the customer and the railroad. We would like to once more stress that for our customers not yet sending shipments automatically, we are standing by to help facilitate access to that technology; however, it will be up to you to put that technology to use. We urge all of our customers to take advantage of these facilities and, in no time, they will be a matter of routine.

Yes, we live in an electronic age and the day is fast approaching that the cost of manual intervention and any recurring errors resulting from non-electronic data entry will inevitably be passed on to customers over and above the charge for moving the freight. Recurring errors and shipping document creation are the two most likely candidates for a service charge. Corrections or change orders might also warrant additional fees. This would, of course, be a disservice to the majority of our customers and railroads who are transmitting the information accurately and efficiently. Realizing that data is never going to be one hundred percent accurate, when an error is discovered, we will notify the appropriate party and expect that measures will be taken to ensure it is corrected for future transmissions.

We recognize the transition from a semi-automated process to a completely automated one is going to be a challenge. Improving service for our customers is the ultimate goal, and by looking at the big picture, in the end, everyone wins.

Contributed by Ronald Jolin

PAN AM PAINTS THE TOWN BLUE WITH ITS LARGE DEPARTMENT STORE DEBUT

Just recently, Pan Am teamed up with Bloomingdale's, a leader in department store fashion, for one of the season's most exciting events, The Pan Am FIRST CLASS Launch Party. Who has not heard of Bloomingdale's? And who has not heard of Pan Am? So, bringing two such world-renowned institutions together would have to be a perfect match! The festivities were held in New York City to mark the introduction of our Pan Am product line at Bloomingdale's and, once again, we are very proud that an incredible mix of music, fashion, celebrity and charity was blended together in great style. When all was said and done, this very well attended occasion more than lived up to expectations, and we look forward to forming similar partnerships in the future.

To help commemorate the event and create buzz, Bloomingdale's unveiled an elaborate Pan Am display window to the public on February 29th. And on March 13th, the Pan Am FIRST CLASS launch party took place at Bloomingdale's 59th Street store in Manhattan with cocktails, hors d'oeuvres and a live performance by the band Your Vegas. The affair sparked the unveiling of Pan Am products now available in Bloomingdale's stores nationwide. With every purchase made that day, consumers received a CD sampler from Universal Republic Records' recording artists Your Vegas, a group of five musicians who were born and raised in the United Kingdom and whose music has been dubbed by the Los Angeles Times as "impressive" and "anthemic rock that rises above the pedestrian." Purchases of Pan Am goods that exceeded \$200 were also accompanied by a free gift of the Pan Am wash bag.

In addition, Your Vegas autographed a Pan Am bag that was donated to the CARE Foundation. Cooperative for Assistance and Relief Everywhere is one of the world's largest private international humanitarian organizations committed to helping families in poor communities improve their lives and achieve lasting victories over poverty. Founded in 1945 to provide relief to survivors of World War II, CARE quickly became a trusted vehicle for the compassion and generosity of millions. In the past year, CARE's work reached 55 million people in 66 countries. As a result of donations, poor families got the resources they need to send their children to school, combat the spread of HIV/AIDS, learn new business skills and build a better life for themselves. For more information, visit www.care.org.

"We are thrilled and honored to launch the next phase of Pan Am travel goods in Bloomingdale's stores nationwide," says Anthony Lucas, CEO of Machine Project, Inc., the official licensee of the Pan Am Brand. "The involvement of Your Vegas with a brand such as Pan Am only enhances the experience, as the band collectively evokes the talent of a group that embodies the 1960's British Invasion. It is my hope that by merging two cultural icons of the 1960's, we can resurrect the nostalgic feelings that surface from timeless music and affordable luxury lifestyle."

ABOUT BLOOMINGDALE'S:

If you are unable to get to the flagship store, we suggest you visit Bloomingdale's via their website www.bloomingdales.com, where "Bloomingdale's has been described more as a lifestyle than as a store, creating a tradition of exceptional shopping not only for New Yorkers but for visitors from everywhere in the world."

ABOUT PAN AM:

Pan Am, the company that caught the eye of many in the 1950's and 1960's and invented the "Jet-setter" has developed a line of fashion conscious travel goods. Launched in the fall of 2006, Pan Am products represent a way of travel long since forgotten: a time when the journey was anticipated as much as the destination. With Pan Am, "getting there" has always meant unmatched civility pooled with the pinnacle of cool.

Pan Am products are available at www.panamone.com.

Contributed by:
Stacy Beck
Director of Marketing and Corporate Development



1. Former Miss Teen New York Natascha Bessez
2. AJ Crimson and Nicole Williams of Ambush Makeover
3. Pan Am Display at Bloomingdale's event
4. Victoria Hong and Jack Mackenroth of Project Runway
5. Rock Band "Your Vegas"
6. Caitlin Van Zant and Bonnie Dennison
7. Mark Wolfson

8. Pan Am Display Windows (Bloomingdale's).
9. Pan Am Display Windows (Bloomingdale's).
10. Chrishelle Stause and Amanda Baker of All My Children
11. Carlos Martinez of Making The Band

Photos 1, 2, 4, 5, 6, 7, 10 & 11 provided by: J. McCarthy
 Photos 3, 8 & 9 provided by: Stacy Beck

ONE MORE OPTION:

HOOSICK JUNCTION REOPENS

The Hoosick Junction, New York interchange, which is situated near the west end of the Pan Am rail system, had been dormant since the late 1980's. Earlier this year, Pan Am Railways (PAR) reopened this strategically located gateway, and the benefits to the region and beyond should be realized well into the future.

Prior to this occurring, and recognizing the potential of this action, the State of Vermont and the Vermont Railway System (VRS) invested in the refurbishment of the VRS line from North Bennington, Vermont, to Hoosick Junction in order to provide an improved connection via PAR with the CSXT, Norfolk Southern (NS), and Canadian Pacific (CP) systems, respectively. Meanwhile, in preparation for interchange after so many years, PAR proceeded to rebuild the wye trackage at Hoosick Junction, while the VRS upgraded sidings at North Bennington.

Another key aspect of the reopening of Hoosick Junction meant that VRS train crews would need to be qualified to operate on PAR trackage between Hoosick Junction and Eagle Bridge, New York, and PAR train crews similarly qualified to operate over VRS trackage from Hoosick Junction to North Bennington. In practice, the PAR crews would deliver VRS traffic to North Bennington and return with traffic destined to the PAR system, CSXT, NS, or CP, whereas VRS crews would bring the loaded unit trains to Hoosick Junction. Once all of the logistical requirements were met, the time for moving freight through the interchange was at hand.

Late April marked the occasion of the much anticipated first revenue movement in many years through this gateway. Consisting of a load of feed for one of the five major feed mills on the VRS system, a PAR local crew ran the car from the CSXT connection at Rotterdam up to North Bennington to meet the VRS crew that, in turn, forwarded it to destination.

Currently, each Friday a VRS crew assembles a unit train of limestone slurry and pulls it down to Hoosick Junction. This train is then repowered and re-crewed by PAR and run straight through to Maine where it is split. The respective sections then move to the paper mills in Rumford and Shawmut.

At this time Pan Am Railways operates regular trains through Hoosick Junction on a daily basis. By offering a viable alternative, this revitalized gateway promises to provide long-range benefit to all parties concerned, most especially our valued customers.

Contributed by Steve Belforti



1



2



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5



6

1. RJNB at North Bennington.
 2. NBRJ leaving North Bennington.
 3. RJNB heading to North Bennington with Limestone Slurry empties.
 4. NBWA and VRS meet at Eagle Bridge.
 5. NBWA at Hoosick, NY.
 6. NBWA at Pownal, VT.
- Photos by: John Cullinan

MAKING THE ROUNDS

Like any municipal police force, the Railroad Police Department (RRPD) is charged with a range of responsibilities that encompass, among other things, solving and preventing crimes, and maintaining order. Although there are many similarities in police procedures and practices universally, there are more specialized tasks to be performed within each law enforcement body. The scope of a railroad police officer's job is no exception. In addition to making arrests, performing investigations, issuing summonses, and testifying in court, one task unique to our industry's policing methods is the inspection of high value freight cars across the rail system.

Here at Pan Am Railways, at the start of duty, each officer logs onto the computer system to confirm the location of any high value cars and determine which, if any, are situated in an area that could possibly be deemed vulnerable. This assists the officer in deciding how often the cars should be monitored during the shift. While out in the territory, the officer usually makes a physical inspection of the rail car. Upon arrival at location, the officer checks to be sure the doors of the car are closed and secured by a seal or locking device. In the absence of either, the officer will apply a high security cable lock, and then enter both the freight car and lock number into the computerized police log for future reference.

When it is clear that a freight car has been broken into with a likely loss of product, the area is treated as a crime scene. The officer immediately initiates a search, and gathers evidence for when the perpetrator is later identified and caught. Sometimes it is as simple as following footprints in the snow or mud to the place where the product has been hidden for future pickup; other times it involves a lengthy investigation. Either way, the RRPD is trained to process the scene and follow the leads.

Every commodity shipped on the railroad has value, and any that carry a higher value merit extra attention. The RRPD is committed to doing its part to guarantee that all Pan Am Railways customers receive their products undamaged and intact. We remind our employees, customers and neighbors to report any suspicious activity to the RRPD at 800-955-9217 or Railroad Operations at 800-955-9028.

Contributed by Chief John Holland



Office Robert Murphy Inspects a High Value Freight Car at Ayer, MA
Photo by: Captain John Faulker

WORTH ITS WEIGHT

“Scrap is a term used to describe recyclable materials left over from every manner of product consumption, such as parts of vehicles, building supplies, and surplus materials. Often confused with waste, scrap in fact has monetary value and is one of the United States’ largest exports.” - Wikipedia

Such terms as “iron horse”, “cannonball”, and “iron dragon”, just to name a few, have colorfully referred to trains throughout railroad history. And as railroads were built, first with wood, then iron, and now steel, there has been ample opportunity to recycle or scrap these materials to advantage. Realistically, every type of industry has contributed to the figurative scrap heap, making it a booming business on a worldwide scale. And a shifting landscape in the supply chain for scrap, coupled with a diminished manufacturing sector here in the United State, have, to some degree, led to a greater demand.

Since 2003, the price of scrap materials has risen three hundred percent. Such a sharp increase is partially attributable to the fact that China, for example, has emerged as a major consumer of large quantities of raw materials as that nation endeavors to modernize its infrastructure; scrap is also the major component in the production of machinery and automobiles for the country. In addition, scrap metal is the key ingredient in the manufacture of new steel. According to the Steel Manufacturers Association in Washington D.C., about half of the steel fabricated in the United States is made from scrap metal, and the price of scrap represents about sixty percent of the cost.

Unlike what happens with wreckers, the railroad sells scrap by weight. An auto wrecker, for example, sells parts based upon what the item does, regardless of what it weighs. If it does not sell for more than the value of its metal content, it is then taken to a scrap yard to be sold by weight. And since scrap, by definition, can be composed of many various kinds of metal, the cost of separating these metals is substantial; therefore, buying by weight creates a huge savings.

Pan Am Railways generates scrap material in two ways: by replacing broken rail, and by retiring rail cars. Our Engineering and Mechanical departments pre-sort our scrap, therefore maximizing our return. After the scrap has been loaded into gondolas and weighed at the scale in East Deerfield, Massachusetts, it is sold to the highest bidder then sent to a steel mill designated by the buyer.

With the enhanced value of scrap materials, however, there is a downside: The price for all metal products has risen substantially; the conversion of the steel into raw materials has caused the price of oil to surge; the theft of all forms of metals is on the upswing. In the world of scrap, everything old is new again; and in today’s economic climate, that makes it a very sought-after commodity.

Contributed by Greg DeMario



The Scrap Crew at work
Photo provided by: Dan Griffiths

PERSONAL PROTECTIVE EQUIPMENT

Whether on the job or in everyday life, personal safety is the responsibility of each individual. And here at Pan Am Railways, in performing work that is unique to the rail industry, a little extra attention to detail is a good thing. All Pan Am employees are governed by the Safety Rule Book, which has recently been revised, and the subject of Personal Protective Equipment (PPE) is well covered.

Safety Rule P259 – Employees are responsible for the proper handling and instructions of all tools that they would be required to work with and must be trained properly. If an employee has not been properly trained, the employee should not use the tool until properly instructed and trained on the tool.

Throughout railroading history, employees have, unfortunately, sustained occasional injury in the course of a day's work. That is why it is imperative to always seek the proper tool or appliance to perform a particular activity safely and correctly. And it is a proven fact that when short cuts are taken and safety measures avoided for the sake of expedience in the short term, it will undoubtedly lead to injuries or bad habits in the long term. When all is said and done, any benefit that we can take from such experiences helps guide us to develop and refine existing standards and practices.

In recent years, there have been quite a few changes in safety standards in the cities or towns that we live in. The same is true here at Pan Am Railways. For instance, our equipment is larger and better designed to prevent incidents; and personal safety gear is lighter, brighter and more durable. Hardhats, perhaps the most common PPE, are obviously intended to prevent injuries to the head. Previously constructed of metal, many workers found them to be cumbersome if worn for any length of time. Today's hardhats, designed with comfort in mind, are made of much lighter material, and even adjust to fit every shaped head. Eyewear is also crafted to be more adaptable to the needs of the employee, and safety glasses are currently available in more designs and shades than ever before. Another piece of fundamental personal protective gear, the safety vest, has also come a long way. In the past, rail industry employees as well as city or town workers along the roadside might have been observed in both daylight and nighttime hours not wearing a safety vest. Consequently, due to blending into the surroundings and going unnoticed, it would often result in mishaps. Safety vests, with reflective tape added to stand out at night, allow the operators of road vehicles to spot fellow workers sooner and make necessary adjustments to their driving. The employee that works with other employees and/or equipment is more conspicuous around the work site, reducing the chance of incidents around machinery or with vehicles at crossings.

Common sense coupled with diligence in adhering to the prescribed safety rules not only translates to a better safety record for the railroad, but, more importantly, increases an employee's chances of returning home unscathed to family and friends at the end of the day, and vastly improves the odds of reaching a healthy retirement. To achieve these goals, however, requires that each job be taken seriously and thought out thoroughly before performing the task at hand. If there is uncertainty when beginning a job, ask for help before using the tool or piece of equipment. Seek out a supervisor as to the proper operation of the apparatus and any recommended safeguards.

Beyond that, keep a look out for tools and machinery that may have been damaged by someone else and not reported. Inspect your tools and devices prior to use. If guards are missing, have them replaced. If you personally damage a tool or piece of equipment, report the damage to your supervisor and tag it out of service so that no one will use it until it has been repaired.

Remember, PPE is there for your protection against harm, and any minor discomfort experienced while wearing it pales in comparison. Bad habits form fast and have no place in the work environment. Choosing the right tool and having proper training on how to prepare for the job is the essential first step to ensuring the well being of both the employee and his/her co-workers. Be safe.

Contributed by:
David Nagy
Executive Director of Safety and Training



- 1. Hardhat
- 2. Safety Glasses and Sunglasses
- 3. Safety Gloves
- 4. PPE Gear
- 5. Safety Vest
- 6. Safety Vest

Photos provided by: David Nagy

THE ART OF THE LOSS AND DAMAGE TRANSLOAD

When a shipment is transferred from one mode of transportation to another, it is called a transload. In certain circumstances it is mutually advantageous to both the customer and the railroad, and often involves trucks, warehouses, cross dock terminals, and reload or terminal facilities. When a car cannot move past a repair point due to a defect, or the load has shifted during transport and poses a potential risk on the right of way, a more specialized 'loss and damage' transload becomes necessary. Though not a common occurrence on the railroad, it is one that must be dealt with quickly and efficiently in order for the product to reach the customer on a timely basis.

There is a whole host of measures that must be followed in completing a loss and damage transload. And in accordance with its ongoing commitment to keep the railroads of North America safe, fast, efficient, clean, technologically advanced and secure, the Association of American Railroads (AAR) has put in place strict loading and unloading guidelines and procedures to make sure that every shipment is adjusted and properly secured to minimize damage and eliminate any potential hazard. These practices are, of course, adhered to here at Pan Am Railways.

Once a car is determined to be in need of a transload, it will take the collaboration of several departments on the railroad to get it done. First, plans are made by the mechanical and transportation departments to transfer the product by selecting a suitable place to work. Although a warehouse would be the ideal option, the job can be done successfully in the field using flat bed trucks and ramps. The track department and car shop next play a key role in making sure a damaged or load-shifted car is transferred to the chosen site safely. From there, a car similar to the damaged one is dispatched to the staging area for transload from one to the other. The responsibility for making sure the cars are in place, together, and ready to move lies with the transportation department.

Above all else, the crucial part of the transloading process is the actual loading from one car to the other. Care must be taken to not only keep the product damage free during transload, but to load it in such a way that nothing will be ruined during transit. This is accomplished using the aforementioned AAR approved loading patterns for the specific product being handled. These loading patterns show in detail where everything should be placed, how the car should be prepped, and the kind of bracing recommended for maximum protection.

A few months ago, a car of Harp beer kegs travelling to Guinness Import in South Carolina for St. Patrick's Day had to be transloaded. While traveling from Moosehead Brewery in Saint John, New Brunswick to Northern Maine Junction, the car was found to have a damaged center sill.

Under the circumstances, the car would not be able to move past Waterville, Maine on a through freight train and would need to be unloaded in order to repair. A plan was set in place to perform a transload at Marden's Warehouse, located across the Kennebec River in Winslow, Maine. The rail siding at Marden's Warehouse is also utilized by Huhtamaki Paper, one of the world's largest packaging companies, so they were well equipped and willing to help. Pan Am Railways' transportation department did its part by making sure the two cars were together and ready to move, while our track department diligently chipped away the ice on the track and switch by the warehouse. Once everything was clear, a member of Pan Am Railways' car shop rode the consist to keep a close eye on the car. At Marden's, the cars were set in place and opened up. Using a carefully selected load plan, the kegs of Harp, stacked four pallets high with eight to a pallet, were moved from one car to the other in a safe and efficient manner with a forklift operated by a car shop employee. As a result of everyone's hard work, the job took no more than one day. The newly transloaded car was brought back to the yard the next day and continued on to the customer that night. The Harp beer made it Guinness in South Carolina in plenty of time for St. Patrick's Day!

When all is said and done, the art of the loss and damage transload derives from the commitment of a whole team of participants.

Contributed by David Lee



- 1. Into the new car.
- 2. Staggering the pallets to keep them secure.
- 3. A Perfect Fit.

Photos provided by: David Lee



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