Kansas harvest sets KO record

When Kansans read or hear news that grain harvest is up in a particular season, that means not just good news for farmers, but for Watco’s Kansas & Oklahoma (KO) Railroad, as well.

This wheat season, the news wasn’t good — it was great. “This was the best harvest Kansas has seen in 10 years,” said Jimmy Patterson, KO general manager.

The KO began operations in July 2001. With more than 900 miles of track extending in three directions from Wichita to the Colorado border, the KO carries more than 50,000 carloads annually — primarily agricultural commodities like grain and grain products, and some industrial products like chemical and paper. It has the ability to touch about 30 percent of the state’s wheat harvest; of that, it moves on average about 70 percent of that, according to Doug Story, vice president of sales and marketing.

In July, the railroad set a record: running nearly 270 more cars via shuttle than the previous record of 1,533, set in July 2007. “It was a heck of an accomplishment,” Patterson said.

The team moved 17 grain shuttles across the KO between Salina, Wichita, and other key hubs. In all, there were 1,800 carloads, Patterson said, “and all the while trying to duck and dodge manifest cars in between.”

But more importantly than setting a record, Patterson noted, was what they carried: more than 5.9 million bushels of grain in 31 days. “This allows Customers to take in more grain from farmers and provides them the room they need for the fall crop,” Patterson said.

He noted that it couldn’t have been done without all the departments working together. “Through heat restrictions, locomotive issues and storms — the coordination between all of our departments, including marketing and fleet, was the reason this was possible,” he said. “It was an outstanding job. Their efforts are greatly appreciated.”

The KO leadership uses several strategies to make it happen.

“Staffing is an issue,” Patterson said. “You don’t want to hire someone for four or five months. So we bring in Go Teamers from other properties to keep us going and keep them busy.”

“Car velocity also is key. It is the only way you can survive in a time like that. We run cars from Towne, Colorado, to Wichita, which can take a week or longer to make that turn,” he said. “The management team gets together before every harvest, puts together a plan: what team members we’ll use, what locomotives, and the most efficient way to move cars from Point A to Point B.”

“It’s an ever-evolving plan, he said, based on the season’s conditions.

“One part of the state might have gotten great rain and great wheat, where another did not. We have to move cars where they’re needed. We have to be very flexible in our scheduling.”

This year, the entire state was great. “And we cover two-thirds of it, from Mitchell County in the north to Sumner County in the south, and west to Colorado,” he said. “That’s a lot of miles.”

Chief Operating Officer Dan Smith congratulated the team and Patterson, and encouraged them to push through August in the same manner.

And next, the fall harvest of soybean, milo, and corn crops will hit. “That should start in October, and it’s already looking like a banner year for those crops, too,” Patterson said. “We’re going to be busy.”

- Andra Bryan Stefanoni, Contributing Writer

GO TEAM[ER]

Lubbock and Western Railway (LBWR) engineer/conductor Jared Duyck (pronounced “duck”) is reminded daily that being part of the Watco team transcends work location — from Texas to Kansas and beyond.

Duyck is a Go Teamer, a team member who works at location other than his or her home base while business is slow, one place but demanding in another. “We’ve been sharing resources across Watco as a whole for as long as I can remember, but the formalizing the program and coining the term Go Teamer came about three years ago,” said Rachel Peterson, senior vice president for people services. “It’s a way to gain additional support at locations that need it most.”

To gain that support, general managers are asked to send their best and brightest to represent them as a Go Teamer with their expertise.

“Operational teams work together to identify needs and where the support can come from,” Peterson said. “It had been just engineers and conductors, but now it’s car repair, track repair — many different areas, and that’s exciting. For example, when we needed help after all the flooding down south.”

And this summer, the KO badly needed additional team members for a bumper wheat harvest and business in Texas was slow.

Duyck, who joined the Watco team a year ago, had been at the SKOL in Cherrryvale, Kansas, from April through June, and jumped at the opportunity to go to the KO in Great Bend, Kansas, from June on to help with grain transport. While doing so, he was away from home, family, and all that was familiar in Lubbock, Texas.

But Duyck reported a tremendous experience. “I get to represent the LBWR and who we are. It gives me a sense of pride that they trust me to do so, and I do my best to make sure I represent where I come from and Watco in a positive way. In short, I am grateful to be a part of it all,” he said.

Duyck said he was humbled and grateful at being treated so well and being made to feel appreciated and valued at a different work location.

“To me, this feeling speaks volumes about not only the KO and SKOL, but to Watco as a whole,” he said.

Duyck admitted that going into the situation, he was hesitant about how it would go and whether he would be received as part of the existing team. - Continued on page 2
Pittsburg Team wins Corporate Challenge

Watco team members in Pittsburg, Kansas, where the company is headquartered, did the seemingly impossible: They took their skill at teamwork in the workplace to the annual Corporate Challenge for companies throughout Crawford County and unseated five-time champion Backyard Discovery.

Backyard Discovery is a Pittsburg-based company that had beginnings much like Watco. It was founded in 1968 and manufactures wood swing sets, playhouses, patio products, and sheds and sells more than any other manufacturer in the country.

Team members from Backyard Discovery consistently take home the trophy, but this year Watco squeaked by them by 11 points, for a final total of Watco 365, Backyard Discovery 354.

“Unseat a five-time winner was very exciting,” said Amber Gardner, Watco People Services coordinator who helped organize team members to represent the company in each event. “It was awesome. I’m very much a goofy person, so I get very into it. Working with the team to participate in those events, win them, and take home the trophy like we did was amazing.”

The four-day competition pits teams against each other in a wide array of sporting and special events — some serious and some silly — held during the evenings. The goal is to get companies out and active with each other in a positive environment. Think “Rattlesnake Relay” and “Air Band.” Teams are encouraged to dress in team t-shirts, costumes, or even have their mascots join in.

April Summit, credit and collections manager, said this is her third and most involved year in the challenge.

“You see the sign-up sheets and after a long day, it is a debate if you have the energy to compete. But it was worth it in the end to be a part of such fun,” she said.

The team events like Air Band were her favorite. “I really think the teamwork aspect is huge for us,” she said. “Being able to have common items to talk about brought Watco teams together that don’t normally interact with one another. Listening to people make fun of themselves and that don’t normally interact with one another brought Watco teams together. It was just so much fun!” he said. “It was a great challenge as a new team member to interact with my co-workers in a more casual setting. I feel an even stronger connection to the company now and think it will go a long way in furthering team spirit and helping us better serve our Customers.”

Tina Swallow, Customer service, says this was her third year as teammates with Jenna Duesi. Customer service, in the egg toss, and they achieved a personal best at 42 feet.

“It was a great bonding experience. The events were fun, but watching your teammates have fun and let go of everyday stress to cut up like kids is so awesome!” Swallow said. “The joy you get from simple games with your teammates is worth so much and you learn how talented everyone is.”

Watco was awarded their first place trophy at the Corporate Challenge dinner/potluck and ceremony at Memorial Auditorium & Convention Center on the last day of the event. To celebrate, Watco provided a pizza and brownie sundae party.

Watco CEO Rick Webb learned the news shortly after his arrival in Australia, and after sharing the news with the team there, they offered hearty congratulations by email from Down Under.

Team members who participated included Adam Hanson, April Summit, Bailey Riggins, Zee VanBecelaere, Dan Hooper, Derek Prestholt, Kris Hemby, Shane Smith, Stacey Dawson, Crystal Arnold, Curtiss Hemby, Steve Potts, Maurice Davis, Gerald Ketner, Jake Letner, Jana Austerman, Jay Benedict, Jeff Linville, Jenna Duesi, Jessica Swafford, Joely Gath, Matt Troth, Matt Magee, Melissa Brown, Missy Raines, Morgan Westhoff, Rebekah Garner, Samantha Pierce, Stephanie McCabe, Tara Carpenter, Tina Swallow, Tori Herman, Tracie VanBecelaere, Cindy VanBecelaere, Maddie VanBecelaere, Tyler Bennett, Drew Beasley, Amber Gardner, Tanya Gath, Adam Handson, Jana Austerman, Matt Troth, Tyler Bennett, Drew Beasley, Stephanie McCabe, and Jessica Swafford.

- Andra Bryan Stefanoni, Contributing Writer

NEW TERMINAL OPENS IN OHIO

Always on the lookout for ways to grow the business and better help Customers, Watco opened a new terminal on July 1, in Sandusky, Ohio.

The Ohio terminal sits between Toledo and Cleveland along the banks of Lake Erie. The Norfolk Southern (NS) is leveraging the existing infrastructure to allow Watco and NS to drive new incremental transload business.

“We are very excited to begin operations in Sandusky, and are extremely grateful for having been given the opportunity to expand our presence in the NS TBT Network,” said Watco Vice President Marketing & Sales Marc Massoglia.

Watco will be focused on transloading a number of different commodities, including but not limited to chemicals, plastics, forest products, steel products, and various agricultural related products. The ongoing operations will include both origin and destination transloading, as well as the ability to provide outside storage for various break-bulk products.

Thirty fully paved railcar spots have been allocated for Watco’s use at the terminal with laydown space available for ongoing storage of Customer related products. There is ample room for expansion at the site should business levels warrant the need to increase operations. Watco began transload operations at Sandusky in July.

With the commencement of operations at Sandusky, Watco embarks on its 55th terminal location within Watco’s Terminal & Port Services network.

“The team will ensure that we not only meet the needs of our Customers, but that we do so in accordance with Watco’s Foundation Principles, by valuing our Customers, valuing our people, and safely improving each and every day,” said Vice President of Operations Clint Woods.

- Michaela Kinyon, Contributing Writer

Continued from page 1 - He wondered whether he could become part of the established culture at each location. But he felt nothing but gratitude from the moment he arrived at each property.

“They have shown nothing but empathy and appreciation for me, from General Manager Jimmy Patterson, all the train masters I have dealt with, and even the engineers and conductors at each property have each gone above and beyond — seemingly out of their way to make this experience an enjoyable one,” he said.

Duyck enjoys feeling needed and contributing to the success of the team.

“It makes me proud to be a part of a company that seems to deliver on such high standards in a high volume across its many properties,” he said.

- Andra Bryan Stefanoni, Contributing Writer
The Pine Bluff Terminal Team has reached a milestone worth celebrating: 5,000 days without a lost time accident and 1,700 days without a recordable injury.

Terminal Manager Michael Murphy says there is no silver bullet to accomplish such a feat. Rather, it took a combination of strategies to achieve.

"First, we built a strong team here with seniority," he said. "We've reduced our turnover going back into the early 1990s."

Many have been part of the team for 30 years or more, including Murphy, who has 33 years with the Company.

"Seniority and expertise — you just can't replace that," he said.

Secondly, he says notable strides have been made since 2002 when upper management began putting a focus on safety and implemented the TEAM approach.

"The push was sincere," he said. "It was something that was reinforced to everybody with lots of different procedures and mechanisms to keep safety first and foremost, a real change in priorities and the way people began thinking about the jobs they do every day."

"That was a huge factor."

Murphy, who wears several hats as terminal manager and as special projects manager for the construction of planned expansions, said teammate buy-in also contributed.

"It boils down to the sincerity of your upper management," he said. "When you preach something, you've got to live it. Your teammate has to believe you want him to be safe. And that means being able to shut a piece of equipment down and the ability to ask questions without fear of repercussions."

"You have to empower them to make those decisions and have discussion with them about what was right or wrong about the decision without putting pressure on them that they made a bad decision," he said.

Other strategies like daily meetings, team members focusing on the task at hand each time they change tasks, looking out for one another, and partnering seasoned team members with new ones also helped, Murphy said.

It wasn't easy, he noted.

"It was a tremendous challenge considering this team doesn't just handle a variety of Customer products. Each member wears multiple hats and participates in every function of our operation up to their skill level," he said. "From pushing a broom, to performing mechanical and service maintenance functions on all of our equipment — lifts, loaders, conveyors, cranes, buildings, facility grounds, etc. — you name it and they do it."

The ability and willingness of each team member to multitask makes the team more efficient, he said, and reduces the need for outside contractors. Cross training also gives everyone a better perspective of the requirement of each function.

"The ability and willingness of each team member to multitask makes the team more efficient, he said, and reduces the need for outside contractors. Cross training also gives everyone a better perspective of the requirement of each function."

- Andra Bryan Stefanoni, Contributing Writer

Watco is getting ready to roll out a newer version of ROAM, Watco's tablet-based application for train crews. The new version, ROAM II, has some important new features, including permitting crews to put cars on constructive placement and into storage and allowing crews to print switch lists to their local printers.

These features will provide better, more timely information in WATSS as well time savings for the crews. Recording constructive placements and storage information in ROAM ensures that information will no longer be delayed because of the time it takes a crew to get back to the depot and fax the information to Customer Service. The information will be immediately available in WATSS screens and reports, and messages will get transmitted in real time to RAILINC’s TRAIN II system. TRAIN II serves as the primary source of rail industry data for shippers, car owners and connecting railroads. The ability to print their own switch lists will give crews the ability to control when they start their runs and improve their productivity.

Other features of ROAM II include allowing crews to pick the front or the back of the track when they move a car and permitting crews to execute interplant switch (IPS) moves in one operation vs. two separate steps.

Watco's newest railroad, the Kanawha River Railroad, was the first Watco road to receive ROAM II. Since they were coming on board just as the IT team was finishing up ROAM II, they got to bypass ROAM I.

The Business Solutions Team of IT is coordinating with Operations Management to develop a roll-out schedule for the other roads. The Kansas & Oklahoma Railroad is first on the list, followed shortly by the Eastern Idaho and the Boise Valley railroads. The three roads should have ROAM II implemented by mid-September. By the end of 2016, ROAM II should be in operation across all 16 of the railroads currently using ROAM.

- Phil Hennessey, Director of New Development

In a show of partnership and cohesion with the local Phillips 66 Refinery, team members of the Ferndale Terminal in Washington attended an open house event, which took place during the end of July. The team members set up their own booth showcasing the activities of the terminal to visitors and families.

The Phillips 66 Refinery, which is serviced by the Ferndale Watco Team, held the Open House for local families, businesses, and visitors to attend. "It was to give the families an opportunity to see what we do," stated Terminal Supervisor Tom Frey. "One of the big pushes for safety in the facility is that we're not just working safely for ourselves, but for the families that rely on us. 'This open house involved the family in that push directly.'"

Approximately 1,200 people attended the event, comprised of over 400 families and approximately 500 children. There were 20 booths with information from various parts and partners of the refinery's business, including the Ferndale Team. There was a catered barbecue and live music, as well as kids' games and a car show. Approximately 1,000 pounds of food was served, along with 15 gallons of ice cream and 15 gallons of baked beans. Along with all of the food served and the information booths, there were also 16 cars on display a well as some of the refinery equipment. The Watco book contained pictures of the rail rack trains, and some of the unloading process. Team members answered questions from visitors and interested parties.

Prizes and trinkets were given out in the form of t-shirts, whistles, hats, and other paraphernalia. The Refinery was also happy to report that amidst all the festivities, the only injury was a single scraped knee.

"This was a great opportunity to invite our families and other visitors into our world," concluded Frey. "They were able to see what we do when we're away from home and to become a more integrated part of our safety culture. That's what made this event great."

- Michaela Kinyon, Contributing Writer

Watco’s tent at the Ferndale Open House.
Watco and CBH Group celebrate moving Australia’s longest grain train

Their countries may be thousands of miles apart, but Americans and Australians have a lot in common.

At least, the ones who are part of the Watco and CBH teams do.

WWAR Chief Operating Officer Grant Thompson says the two companies share values and a desire to constantly improve the performance of the rail fleet.

They also have something else in common: They played a role in running the longest grain train in Australia in July, and together have moved more than 28 million tons of grain since the introduction of the rail fleet in 2012.

During his annual visit to Western Australia, Watco Chief Executive Officer Rick Webb told leaders with CBH that their shared success also was the result of a strong working relationship based on mutual respect and belief.

“When y’all were looking to find a service provider you wanted to have transparency and you wanted to have somebody that aligned with your culture of doing everything that you could do, safely, to create more value for the grower, by moving more ton to port,” Webb said.

That aligned directly with what Watco has done since Webb’s dad founded the company 33 years ago.

“We’ve always put the Customer first, we’ve always focused on safety, and we’ve always focused on maximizing the value of the relationship over the value of the asset,” Webb said. “That’s really great about doing business with CBH is that you all saw the value of that relationship, you believed in us and we’ve always believed in you; we went out together and we got some tremendous assets and we have together figured out a way to move the rail market share from around 6 million ton a year to north of 7 million tons a year in less than four years.”

During Webb’s visit, members of the CBH Rail and Logistics teams unveiled a miniature replica of the 88 wagon train in a surprise presentation. Thompson received the model on behalf of his team and commented on the achievement.

“It’s a fantastic effort by both teams and we’re really proud to be the service provider for CBH,” he said. “We thank CBH for allowing us to move the tons, but more importantly thanks to the team for making this happen. It’s because of the guys on the ground and our team members on the ground, both CBH and Watco, that these records can be broken.”

Rick’s visits to Western Australia have a simple focus — he always discusses with his team ways they can improve.

“We can always improve, so we’ve talked about ways we can add on the next ten wagons so we can find a better way to take care of the grower, we’ve talked about ways to improve safety and we’ve talked about ways to improve our ability to grow and we’re looking right now to find ways to possibly grow in the east. We’ve been talking a lot about improvement, because without improvement you can’t grow,” he said.

Mike Poore, commercial manager of freight, agrees with Rick; constant improvement is the goal.

“Every week we’re always looking to do more. I think there’s no doubt that with deregulation of the international market, there’s pressure on capacity through WA — and probably throughout Australia — and rail is really the key enabler for us to get those tons to port and offer so much more capacity through all our ports,” Poore said.

“It’s just a matter of time until we hit the 30 million ton mark.”

Kaw River Railroad Team celebrates four years injury-free

The KAW River team celebrated their four year safety anniversary on July 31, 2016. KAW was originally a Kansas City Southern Railway line before becoming the first short line Watco would operate for the KCS. The line began in 2004, eventually expanding in 2005 and then again in 2006. The KAW facility handles more than 20,000 carloads and bulk shipments in conjunction with KCTL.

The team celebrated this achievement by receiving two high visibility shirts, one long sleeve shirt, and one short sleeve that has the KAW logo embroidered on its breast and “four years injury free” on the shoulder. Additionally, the team received black baseball caps with the logo and safety anniversary embroidered on it, as well as a pair of gloves.

The KAW operates twenty-four hours a day except for Saturday, on which the job run beings at 7 am. Ninety-five percent of KAW’s Customers receive service each day, and the team makes interchanges to at least three Class 1 railroads every day.

General Manager Todd Trammell, said, “I have only been the general manager since December of last year. One of the things that I can say is that I have not worked with a better bunch of people who are dedicated to serving the Customer in the safest manner possible.”

In addition to successfully promoting and performing a working a work culture akin to safety, the KAW Team also reaches out to its local community. Each holiday season, the team adopts a family in need, providing them with gifts, food, and money.

Every single team member deserves recognition for the team’s success in safety.

Trammell said, “If it wasn’t for the fact that every team member on the KAW ‘buys’ into our safety culture this milestone would not have been achievable.”

Eleven out of the twenty-four Operations Members have been at the facility for five years or longer, which Trammell also considers a contributing factor to their success.

- Molly Henneke, Contributing Writer

Cross training has been a part of the Watco culture for a long time, and the Houston Division keeps thriving in its operations throughout their various lines of business because of the cross training. The goal of cross training is to allow team members the opportunity to develop and expand upon their skill set by learning the duties and responsibilities through job rotation. Another advantage to cross training is that if one area slows down, the team members are trained to fill in and help in another area that is needing additional help. Team members from both the Houston Track and Mechanical Repair Unit (MRU) are some business units that benefit greatly from cross training.

The Houston Division Track Maintenance Team, led by Mark Cendejas, Track Maintenance Inspector, provides track maintenance to the entire Houston Division. This team inspects track, helps to prevent derailments through various track-related repairs from rail, ties, joint bars, switches, etc. The track maintenance department focuses on safely repairing and maintaining tracks, and team members are given the opportunity to train and work with crew leaders and team members from other profit centers in the Houston Division to expand their knowledge and skill set. The MRU, led by Nelson Guardado, Operations Manager, focuses on conducting minor to medium-sized repairs to railcars such as lock lifts, hopper car caps, brake shoes, etc. One of the main goals of MRU is to continue to offer opportunities for growing the business.

Both profit centers have a goal to focus on the Customer first, and are determined to accomplish this by placing safety in the forefront. These two business units strive to reach a succession plan to optimize their roles in whatever positions they are needed in provide assistance.

Guardado, stated, “Cross training for our team members helps to improve consistency and broaden their scope of work.”

MRU team members also came from Greens Port Crude by Rail Team, and some team members work over at the TPC-Houston location and provide their dynamic skills for the benefit of the entire Houston Division. A total of 10 team members are now a part of the MRU, and are working on growing the team and its effectiveness.

Cross training is an excellent facet to allow for the accomplishment of this goal. MRU team members also work throughout the Houston Division to provide help to other profit centers, where needed.

The Track Maintenance has a system in place where as soon as a team member comes to work within the group, they are educated on the importance of on-the-job safety, given an introduction to the crew they will be working with to effectively complete their tasks, and are accompanied by a crew leader or senior team member during their acclamtion period. A buddy-system has been put into place for the team members to help with maintaining accountability and success in every project they participate.

Mark Cendejas, stated, “Communication is key in this department. We need to make sure there is an understanding of the message that is conveyed, and a confirmation of what needs to be done in order to complete our tasks as efficiently as possible.”

A primary goal of cross training is to allow for a team member’s growth, both personally and professionally. The motivation involved in training team members to acquire additional knowledge and skills in other areas within the company is profound, and gives a team member a sense of pride and ownership in achievement.

Providing this great opportunity for growth also opens the way to encouraging innovative problem-solving.

Team members are placed in circumstances where they are presented with new challenges, and encouraged to learn the different facets through various job junctions that allow them to progress at Watco. The benefits of cross training are ever-expanding, and the Houston Division has essentially taken this opportunity to encourage our team members to enrich and grow in their knowledge and effectively function in Watco operations, and help in continuing to keep Customers first!

- Jennifer Sévère, Houston Operations Admin. Analyst

Ray Pericola, who now heads up GBW — the joint railcar repair venture of Greenbrier and Watco that began two years ago — knows the repair side is experiencing a bit of an industry downturn right now and there is uncertainty when it comes to demand.

But he also knows that everything is cyclical.

“The good news is, anyone who has been around this industry for a period of time realizes these things come in cycles. We’re in slow cycle now, and this, too, shall pass,” he said.

Pericola, who is based in Kansas City, says he focuses instead on things that can be controlled.

“You can’t control industry downturn. But you can take control for what you yourself do. We take responsibility for those things, focus on them each and every day, and execute them well,” he said of his team.

The son of a storied athlete who played basketball for South Carolina, Pericola says his team follows their own winning playbook.

“When you are a united and high performing team each and every day, we win. When we take care of Customers and each other every day, we win. When we keep the long-term focus in front of us, we win. When we’re always hungry to perform better, to ask ourselves how can we make it more sustainable, and whether it’s better for our Customers, and if we can retain the same level of service but make it cheaper, we win,” he said.

“With each car, we focus on getting complete and realistic estimates and repairs for our Customers so they can keep their fleet moving,” he said.

“That’s what we know we can control.”

Pericola said the two entities, which each have a rich and storied tradition of what has made them successful, has “really come together as one company and learned how to leverage the best of both of our parent companies.”

“It was really up to us within the company to pull the best of the best from Watco and Greenbrier and continue those legacies,” he said. “In doing that, we made a lot of improvements to safety performance, to our financial performance, but by no stretch of the imagination are we anywhere close to being where I know we can be at in the future. We are continuously seeking to improve.”

How it works

Pericola, who joined Watco in 2009 and is just as excited today as he was then, has a background at Sprint, in global consulting, and in large-scale domestic operations. He did not, however, know a lot about trains.

He has immersed himself in learning more, and has become enamored with the process of railcar repair.

“Each and every rail car out there on the rails is just like a personal car. It wears out over time, things happen to it. There are rules and regulations, and when they determine they need to repair it, they will send it to our shop,” he said.

Ideally, that’s as close to where the car is normally traveling to avoid transportation costs associated with shipping it across the country. GBW operates 30 facilities throughout the U.S.

“When a car comes in, typically someone will tell us it’s coming, they’ll give us notice of what they want done, and the rules vary depending on what type of car it is,” he said. “If it’s a tank car, we have to make sure it’s clean and safe.”

GBW then generates an estimate based on what’s wrong, how much it will cost to repair, and will obtain approval from the Customer to perform the work.

“We’ll then cycle it through our various work centers, and may take apart valves, do mechanical work, fix walkways, or maybe get it lined and painted,” he said. “It could be hauling syrup or it could be hauling oil, so the lining needs to be blasted, then painted and baked so it cures.”

Lastly, the team applies stencils and decals and ships it out to the Customer.

“That’s the really the fun part of this job, seeing old cars come in with graffiti that are worn looking, watching the guys work it through the process and then seeing the new shiny cars roll out,” Pericola said. “It’s like being a big kid. I love it.”

- Andra Bryan Stefanoni, Contributing Writer

The Dispatch • September 2016 • 5
There are many safety anniversaries this month, showcasing the focus and dedication of all Watco team members throughout the country. Here are just some of the wonderful celebrations that have taken place this past month throughout the country.

**Glendale Terminal**

The Glendale Terminal in Arizona recently celebrated two years injury free. The location works primarily in trucking and transloading various Customer products to their end destination. This is a special circumstance for team members, as they spend a great deal of time at other businesses rather than in a Watco rail yard. General Manager Robert Martinez stressed the importance of working safely both in the yard and in the field.

"The team members have stopped jobs at other sites because unloaders weren’t doing things safely,” he stated. “Some of the people at those sites weren’t happy, but the head of the job site and the Customer certainly was. They talked to their teams, and from then on things were unloaded in a proper manner."

The team members have yet to celebrate their recent success, but plan to have a cookout or cater food at an upcoming town meeting.

“We’re able to do this because the team members are being empowered to make the right call,” said Martinez. “Everyone speaks up when they see something that’s not right, and by bringing those safety concerns up immediately, and bringing it up to team members when they see them doing something not quite right, we keep each other out of harm’s way.”

**Industry, Pennsylvania**

The Industry, Pennsylvania location celebrated five years injury free on August 19th, although the date of the anniversary was July 12th. The team members set up a tent in the main parking lot at the location and had a catering company bring in roasted pork. At the celebration, they handed out shirts and hats to team members.

Industry primarily offers warehousing and services to the local steel industry, including barge, rail, and truck activity. They also unload bulk commodities.

When asked about what this anniversary means to the team members, Terminal Manager Greg Hoffman says, “It means that all the training, work, efforts, and communication all comes together to make sure that everyone is going home to their families. This is the longest standing record so far here, and that means they’re doing a good job of taking care of each other.”

Hoffman states that “the team mates are everything” and safety is the number one thing that they’re responsible for, even above working for the Customer. “Without them and what they do, we don’t have a terminal to operate.”

Over the past seven years, there has been a much stronger emphasis on safety training and programs at the Industry terminal, with programs presented and increased follow-up on incidents and reviews. “I’m extremely proud of the terminal and each person’s efforts and participation,” said Hoffman. “It says a lot for the crew and team. I look forward to celebrating year number six!”

**Port Birmingham, Alabama**

Also having gone two years without a reportable injury is Port Birmingham in Alabama. The port is comprised of 182 acres with 1 1/2 miles of frontage on the Black Warrior River. The Port handles a variety of bulk and break bulk material via barge and railcars. Rail service connects to the deep water Port of Mobile.

Terminal Manager Tim Sharitt stated matter-of-factly, “We cannot be complacent, because in our line of work any accident could result in a fatal injury. We work with large mobile equipment, conveyors, cranes, and barges each day.”

Sharitt cites persistence, communication, and engaging with team members at safety meetings as the values and skills that have led to this anniversary. “We want to be an example to other team members by being a doer and not only an instructor during safety meetings as well as an example on the yard.”

The team members celebrated by having a safety lunch, at which the management barbecued for all the team members. “Port Birmingham has a great group of team members and management that strives each day to provide our Customers a safe and cost effective product with quality service,” said Sharitt. “Our team members are the main component for our success, and I am honored to be their manager. My hats off to all of our team members for the job they do each day for Customers.”

**Blue Ridge Southern Railroad**

Two seems to be the magic number this month. Also celebrating two years injury free is the Blue Ridge Southern Railroad (BLU), meaning they have gone since startup without a single injury. The BLU interchanges cars in Ashfolk, North Carolina with Norfolk Southern, with their primary Customer being Evergreen Paper, which makes paper products such as cups and to go boxes for food.

“Terminal Manager Gilbert Rivera. “For us working with NGL’s, hydrochloric acid, heavy machinery, and a locomotive, makes it extremely important that each team member is alert at all times to any changes in weather, terrain, equipment, and processes.”

Each crew had a barbeque to mark the milestone of this safety anniversary.

**Dore, North Dakota**

Another safety anniversary is being celebrated, as team members in Dore, North Dakota put themselves on the back for one year without an injury. Dore supports eight Customers, providing a variety of transloading and storage services to local Customers in products such as sand and hydrochloric acid.

“With each job we perform, there is a risk, but some are much higher than others,” said Terminal Manager Darl Farris. “For us working with NGL’s, hydrochloric acid, heavy machinery, and a locomotive, makes it extremely important that each team member is alert at all times to any changes in weather, terrain, equipment, and processes.”

Each crew had a barbeque to mark the milestone of this safety anniversary.

When asked about the values that led to the anniversary, Rivera stated: “I think this team truly appreciates each other. They have pride in what they do and value being safe.” Rivera also cites the team members’ accountability and investment into the safety culture they have created as an important aspect to the work in Dore.

- Michaela Kinyon, Contributing Writer
Congratualtions to the following team members celebrating their anniversaries!

1 Year: Edward Atchison, Joseph Bomgaars, Rose Bonanno, Jonathan Booth, Jonathan Brady, Zakkyary Briggs, Dalemondrick Calhoun, Cassidy Carman, Todd Cochran, Kenneth Davis, David Dearien, Robert Dunn, Michael Higgins, John Jackson, Daniel Jurado, Drury Kane, Chad Klopfenstine, Jeremy Lemarr, Brian Lowe, Daniel Martin, J. Homero Medina, Raul Medina Ramirez, Daniel Mendoza, Stephanie Moore, John Moriconi, Justin Morrison, Annika Narhi, William Noble, Kevin O’Rourke, Danny Queen, Francisco Ramirez, Brad Rampy, Eric Renick, Thomas Rochelle, Francisco Rodriguez, Robert Ross, Travis Schnelle, Michael Schoenherr, Austin Slinkerd, William Strickland, Derek Taylor, Christopher Titsworth, Manuel Torres-Miramontes, Alex Twombly, Brandon Urell, Maddy VanBecelaere, Juan Vasquez, James Weissner, Blake Westaby, Trever Winchell, Marcus Zambrano, Owen Zidar, Kelly Zulfer


3 Years: Shane Alexander, Christopher Butler, Jacob Cahill, David Callan, Jennifer Crossno, Brian Davis, Jace Fisher, Susan Giertych, Donald Held, Stanley Jeppson, Richard Juarez, Joy Lavioie, Douglass Manuel, Arden Martinie, Jason Meng, Rosa Mosby, Gloria Mount, Mackenzie Peterson, Wiley Phillips, Juan Picazo, Michael Uremess

4 Years: Randy Blackwell, Kim DePratt, Leslie Dodd, Billy Edwards, Matthew Fellers, Laramie Gahman, David Giertych, Daniel Gorseth, Kevin Harris, Christopher Hughes, Ashlee Kobylinski, Don Latimer, James Mobley, Craig Rasmussen, Gilberto Rivera, Daniel Rodriguez, Lori Sharp, Amber Shouse, David Sparks, Brittany Townsley, Kris Winkels, Clint Woods, Rito Zertuche

5 Years: Robbie Aucoin, Roy Boussouw, Mark Cendegas, Ernie Farrand, Justin Hoggle, Linda Jordan, Albert Merritt, Donald Myrick, Steve Sheldon, Nathan Weber, Adam Weddle

6 Years: Willie Ackley, Dawna Baker, Benjamin Beers, Laurie Caler, Damien Cantrell, Bobby Garmon, Cedric Graham, Andrew Johnson, Steven Johnson, Matthew Kerns, Michael Kerns, David Miller, Andrew Moots, JaCorey Murray, Bradley Shows, Michael Smith, Benjamin Tarran, Dusty Tenney, Peter Tietjen

7 Years: Lewis Barlow, Michael Reeves, Chad Thimesch, Cody Winklemann

8 Years: Daniel Archer, Robin Combs, Jeffrey Dick, Michael Hankins, Kevin Kennison, Michael Sitzel, Lori Vadn

9 Years: Bryan Bernath, Dale Cross, Sergio Delgado, Timothy Dykes, Brian Robinson, Jamie Wilson

10 Years: Thomas Campbell, Nancy Dickey, James Hagans, Bill Miller, Michael Pyatt

11 Years: Aubrey Berguin, Christopher Boatman, Jonas Colley, Matthew Davis, Annetra Garcia, Matthew Hare, Mark Harrington, Allan Roach, Kari Stephens, Reynaldo Vargas, Steve Westfall, Thomas Williams

12 Years: William Balzen, Charles Clay, Brandon Caddock, Stacy Grant

13 Years: Randal Lewis, Gary Vaughn

15 Years: Charles King, Gary Roseneow

17 Years: Kara Bowman

18 Years: Donald Browder, Eric Davison

19 Years: Paul Conner, Richard Gruber, Alforenza Ray, Nathan Trejo

20 Years: Larry Smith, Jesus Victoria

21 Years: William Benson, Brad Hayes

25 Years: David Tarwater

27 Years: Joseph Wagner

30 Years: Steven Fox

32 Years: Timothy Seitz

38 Years: Rickey Moore, Robert Watson

40 Years: Daniel Duvall

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**Births**

**Jeffrey Donald Adams**

Mark and Amy Adams are proud to announce the birth of their son, Jeffrey Donald. Jeffrey was born August 10, 2016, and weighed 8 lbs., 6 oz., and was 19 3/4 inches long.

Mark is an Operator for the Ann Arbor Railroad. Grandpa Jeffrey is a Locomotive Foreman at the Ann Arbor Railroad and Uncle Matthew is a Locomotive Mechanic for the Ann Arbor.

**Leah Grace Carlene Sandoval**

Leah Grace Carlene Sandoval was welcomed into the world on August 9, 2016.

Leah Grace weighed 6 lbs. 14 oz. and was 18 inches long.

Leah Grace is the daughter of Allen Sandoval and Rose Archuleta. Allen is an Operator at the terminal in Loving, New Mexico.

**Zephaniah Rautenberg**

Zephaniah Rautenberg was welcomed into the world on August 16, 2016.

Zephaniah weighed 8 lbs. 4 oz. and was 20 inches long.

Zephaniah is the son of Timothy Rautenberg and Cebra Duran. Timothy is an Operator at the terminal in Loving, New Mexico.

**Casen Hunter Wood**

Delta and Trista Wood are proud to announce the birth of their son, Casen Hunter. Casen was born July 18, 2016.

Casen weighed 6 lbs., 14 ounces, and was 18 3/4 inches long.

Delta is a Conductor for Timber Rock Railroad and works out of Jasper, Texas.

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**Birth Announcements**

If you would like to have an announcement included in the newsletter, send the information and photo to tvan@watocompanies.com
Doctor On Demand allows you to connect face-to-face with a board-certified doctor (typically in minutes) or licensed psychologist (by appointment) on your smartphone, laptop or computer through live video. No more telephone hold music, waiting rooms or ER visits!

Some of the medical and behavioral health conditions we treat
- Cold & Flu
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- Bronchitis & Sinus Issues
- Eye Issues
- Anxiety
- Upset Stomach
- Pediatric Issues
- Depression
- Rashes
- Skin Issues
- Women’s Health (UTI, Yeast Infections)
- Relationship Issues

Meet the Doctors
The providers at Doctor On Demand are some of the best in the country. They go through rigorous screening and ongoing quality assurance. After each video visit you can rate your experience and write a doctor review.

Don’t Delay
During the upcoming weeks, we will randomly be drawing prize winners from the names of all Watco team members who have set up their Doctor On Demand account! Prizes include Fitbits and an Apple iPad. Sign up before Friday, October 14th to be eligible (you do not need to have had a visit, just to have set up your account).

Easily download the app now – simply text: Watco to 68398 for a direct link to download, or you can visit Google Play for Android, or the App Store for iPhone or iPad (be sure to check out our patient reviews while you are there). Set up your account with basic information.

For pricing, more information - and to watch a short video to see what a visit is like: DoctorOnDemand.com/watco

For the second year, the Watco Loving Terminal Team has had the opportunity to support Youth Sports in Loving, New Mexico, as well as strengthening ties between Team Members by participating in the Loving Falcon Golf Tournament. The event was held on Saturday, August 6, 2016, at the Lake Carlsbad Golf Course.

Team Leader, David Elizalde, stated, “Last year was our first opportunity to participate in this event; and we had a real blast. So, when the sponsors asked us to participate again; we jumped at the chance to put together a team and go at it for a second time.”

The team’s final score remains a mystery. “That’s a secret,” commented Elizalde with a twinkle in his eye when asked for an outcome. “Winning is secondary, anyway. Actually, this event is a win-win-win for everyone concerned. The Loving Sports Program is supported and Watco gains a positive presence within the community of Loving, NM. Plus, an event like this gives the WTPS Loving Team an opportunity to let our hair down, so to speak; and have a great time away from the facility. We are definitely looking forward to this event next summer!”

Team Watco – Left to Right: Rick Pfuhl, Jeremy Welsh, Michael Hernandez and David Elizalde; at the Watco-sponsored hole at the Loving Falcon Golf Tournament, held Saturday, August 6, 2016