

# North Carolina Train Host Association

## Frequently Asked Questions

**Q: What is the North Carolina Train Host Association?**

**A:** The North Carolina Train Host Association is an organization that serves as goodwill ambassadors for the North Carolina Department of Transportation within train stations served by state-supported trains and on board state-supported passenger trains.

**Q: What is the difference between Train Hosts and Station Hosts?**

**A:** Train Hosts serve by *riding* state-supported passenger trains. Station Hosts serve only in the train stations served by state-supported trains.

**Q: On which trains do hosts serve?**

**A:** Train hosts serve on the state-owned Piedmont (*Train 71, 72, 73, 74, 75, 76, 77 & 78*) and the state-supported Carolinian (*Train 79 and Train 80*).

**Q: What are the primary duties of Train Hosts?**

**A:** Train hosts promote patronage on NC By Train, assist passengers with travel questions and information, and promote rail safety.

**Q: What are the primary duties of Station Hosts?**

**A:** Station hosts primarily serve the Greensboro, Raleigh and Charlotte train stations assisting passengers with travel questions and information prior to boarding the train, assist NCDOT Station Attendants or Amtrak Station Agent as requested, and promote rail safety.

**Q: Do Train/Station Hosts have to reside in North Carolina?**

**A:** Hosts must reside in North Carolina, South Carolina or Virginia.

**Q: Is there an age requirement to be a train or station host?**

**A:** Hosts must be 21 years of age or older. There is no maximum age limit, but hosts must be physically able to board, detrain, and move safely through the train without assistance.

**Q: Do Train Hosts ride Amtrak for free?**

**A:** Using their ID badges, hosts ride free in North Carolina **while on duty**. There is no free travel on Amtrak other than to perform host duties.

**Q: What is the time commitment?**

**A:** Train Hosts are required to make at least one hosting trip every 60 days. Train Hosts spend 8-10 hours or longer onboard the train. Station Hosts must provide at least two station services every 30 days. Station Hosts spend an average of 2 hours in the train stations.

**Q: How do you become a train host?**

**A:** If you are interested in becoming a Train or Station Host, contact the Host Training Coordinator at: (202) 977-6479 or email your inquiries to [netha.trainer@gmail.com](mailto:netha.trainer@gmail.com).



North Carolina Department of Transportation

North Carolina Train Host Association

# Membership Application

*The North Carolina Train Host Association is a volunteer affiliate of the NC Department of Transportation, Rail Division.*

***I am applying for:*** (Please Circle)

**Train Host**

**Station Host**

*Acceptance as a NCTHA Volunteer Train/Station Host is contingent upon preliminary screening ( including a background check) by the officers of the Association, satisfactory completion of a training session to be scheduled and conducted by the officers and NCDOT personnel, and completion of two "qualifying" trips or station services with a qualified host.*

## General Information

Name: (First, Middle, Last) \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Daytime Telephone: (\_\_\_\_) \_\_\_\_\_ Evening Telephone: (\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

## Education and Employment

Education: (Circle highest)    High School    Tech College    College or University    Graduate \_\_\_\_Y \_\_\_\_N

Employment Status: (Circle)    Full Time    Part Time    Retired

Occupation and Employer: (If retired, list most recent) \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

## Volunteer Experience

*(List previous experience for the past ten years beginning with the most recent.)*

Volunteer Position: \_\_\_\_\_ Organization: \_\_\_\_\_

Organization's Address: \_\_\_\_\_

Organization's Telephone: (\_\_\_\_) \_\_\_\_\_ Contact Person: \_\_\_\_\_

Dates of Service: \_\_\_\_\_

Volunteer Position: \_\_\_\_\_ Organization: \_\_\_\_\_

Organization's Address: \_\_\_\_\_

Organization's Telephone: (\_\_\_\_) \_\_\_\_\_ Contact Person: \_\_\_\_\_

Dates of Service: \_\_\_\_\_

**References** *Please provide name, complete address and telephone number for each reference.*

*Please ask three persons who are NOT related to you and who can attest to your qualifications to serve as a goodwill ambassador for North Carolina and its passenger trains to write a short reference for you.*

*References and the application may be mailed to: **Host Training Coordinator, PO Box 7591, Rocky Mount, NC 27804***

*Application and references may be sent by email to: **nctha.trainer@gmail.com***

1. Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

2. Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

3. Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_ Email Address: \_\_\_\_\_

**I certify that, to the best of my knowledge and belief, all of the statements on this application are true, correct, complete and made in good faith.**

\_\_\_\_\_  
*Applicant's Signature*

\_\_\_\_\_  
*Date of Application*

Mail completed applications and three references to: **Host Training Coordinator**

Application and references may be emailed to:

**nctha.trainer@gmail.com**

**PO Box 7591**

**Rocky Mount, NC 27804**

**FOR OFFICIAL USE ONLY**

Host Training Coordinator Initials \_\_\_\_\_

Date Application & References received by Host Training Coordinator \_\_\_\_\_

Date References contacted \_\_\_\_\_

Date of telephone interview \_\_\_\_\_ Date of Orientation and Hands-on-Training \_\_\_\_\_

Dates of qualifying trips or station services \_\_\_\_\_

Date Applicant notified of acceptance or rejection \_\_\_\_\_

Official Start Date \_\_\_\_\_

*The North Carolina Train Host Association is open to both men and women regardless of race, ethnic origin, or religious conviction.*

## Background Screening Consent

Name: (First, Middle, Last) \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Drivers License Number and State: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

***List previous residence(s) for the past ten years beginning with the most recent.***

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

How long at this address? \_\_\_\_\_ Maiden, or Other Names: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

How long at this address? \_\_\_\_\_ Maiden, or Other Names: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

How long at this address? \_\_\_\_\_ Maiden, or Other Names: \_\_\_\_\_

Have you ever been convicted of a crime? ☐ (circle one) Yes ☐ No

If yes, please explain: (Use additional paper if necessary) \_\_\_\_\_

**I hereby authorize the North Carolina Train Host Association and its authorized representative to obtain information pertaining to my background for the sole use of obtaining a criminal background check. I give my consent to a criminal background check.**

*Applicant's Signature* \_\_\_\_\_ *Date* \_\_\_\_\_

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The criminal background check was: \_\_\_\_\_ Satisfactory ☐ \_\_\_\_\_ Unsatisfactory

Date of background check: \_\_\_\_\_

Name of person conducting background check: \_\_\_\_\_

If unsatisfactory, please explain: \_\_\_\_\_

# North Carolina Train Host Association

## Train Host Job Description

North Carolina Train Hosts serve as goodwill ambassadors for the NCDOT within train stations served by state-supported trains and on board state-supported passenger trains. Train Hosts promote patronage of NC By Train, assist passengers with travel questions and information, and promote rail safety.

### Specific duties/ responsibilities:

1. Schedule at least one hosting trip every 60 days with the Host Dispatcher. Do not board a train without being assigned by the appropriate dispatcher.
2. Present a neat and uniformed appearance at all times while on duty. Men should wear a suit or sport coat and slacks, shirt of any color, a vest and a necktie. A coat is worn except in extremely hot weather. Women may wear a skirt or pants, a blouse of any color, a vest and a scarf. Hats and visors are optional. Shorts are not to be worn by hosts while on duty. For safety, comfortable low-heeled, closed-toe shoes are to be worn for ease in crossing from one coach to another. Host ID badges should be worn at all times while hosting on the Carolinian and Piedmont and should not be used to board any other Amtrak trains. The NCDOT and the Host Association will provide vests, neckties, scarves, hats, visors and ID badges.
3. Introduce yourself and register with the conductor for each leg of the trip (north and south).
4. Talk to passengers, answer questions about train schedules, ground transportation, area attractions and points of interest on the train and in the boarding stations. Be pleasant at all times, even if there are circumstances when it is not easy to be so inclined.
5. Distribute train schedules, city brochures and other appropriate literature, as requested by the passenger.
6. Do not handle or move passengers in wheelchairs. Assist passengers with disabilities as requested by Amtrak personnel.
7. Do not handle baggage; this is the responsibility of the conductors.
8. Complete and submit a trip report for each leg of the trip (north and south). Trip reports may be submitted by mail or online.
9. Other duties as assigned by NCDOT or Amtrak personnel, which may require bending, stooping, standing and climbing.
10. Must be physically able to board, detrain, and move safely through the train while it's parked or moving without assistance.

## Requirements:

Customer Service - “People” person	Enjoy Train Travel
Oral & Written Communication	Encourage others to travel by train
Skills	Calculate ETA along train’s route
Decision-Making Skills	
Physically able to board, detrain and move safely through the train without assistance	

***Membership in the North Carolina Train Host Association is not a stepping stone to Amtrak employment, nor does it provide “Free Train Rides” for family members or to non-hosting activities.***

***Membership in the Association may be terminated for any of the following reasons: infraction of safety practices and regulations; boarding trains other than the state-supported passenger trains in train host capacity; limitations that preclude the performing of host duties; repeated complaints from passengers or train crews; use of alcoholic beverages or tobacco products including cigarettes, pipes, vaping or chewing tobacco while on duty; violations of the dress code; or any improper behavior which could cast the Association, the NCDOT or Amtrak in a bad light.***

**I have read and fully understand the Job Description of a North Carolina Train Host Volunteer. I further understand that failure to fulfill the duties and responsibilities set forth will result in dismissal from the North Carolina Train Host Association.**

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**Printed Name**

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**Date**

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**Signature**

**Received By (Initials):** \_\_\_\_\_

**Date:** \_\_\_\_\_