

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 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; assist train crew in duties as requested by them; 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; 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 an average of 14 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 Chuck Graham Host Training Coordinator at (919) 740-1074 or the NC Department of Transportation at (919) 707-4700.



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 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 should be mailed along with application to Chuck Graham, Host Training Coordinator, 200 Birch Lane, Lexington, NC 27292 or references may be sent by email to Chuck.Graham57@gmail.com**

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

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

**Completed application and references should be returned to: Host Training Coordinator, Chuck Graham
200 Birch Lane
Lexington, NC 27292
Chuck.Graham57@gmail.com**

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 _____

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; to assist train crews in duties as requested by them; and to 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. Complete a "Passenger On-Board" form for each leg of the trip (north and south). The yellow copy should be given to the NCDOT Station Attendant or Amtrak Station Agent at the boarding station. The white copy should be given to the conductor onboard the train.
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. Assist passengers with disabilities as requested by NCDOT or Amtrak personnel. Do not handle or move passengers in wheelchairs.
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” persons	Enjoy Train Travel
Oral & Written Communication	Encourage others to travel by train
Organization	Calculate ETA along train’s route
Decision-Making	
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 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.

Printed Name

Date

Signature

Received By (Initials): _____
Date: _____