



## Train Hosts

The TrainRiders Host Program is an organization of volunteer train hosts functioning under the direction of TrainRiders/Northeast. The Downeaster passenger rail service is sponsored by the State of Maine through the Northern New England Passenger Rail Authority and is operated by Amtrak.

The Downeaster operates five roundtrips daily from Portland, Maine and North Station in Boston, Massachusetts with stops in Saco, Old Orchard Beach and Wells, Maine, Dover, Durham and Exeter, New Hampshire as well as Woburn and Haverhill in Massachusetts. In addition, there are two roundtrips between Brunswick/Freepport and Boston.

The purpose of the TrainRiders Host Program is to have volunteers serve as goodwill ambassadors; to promote patronage of The Downeaster; to assist passengers with information onboard the train, along the route and at scheduled stops; to assist train crews in duties as requested by them and to promote rail safety

Acceptance as a train host is contingent upon preliminary screening by the Host Committee, satisfactory completion of training and completion of "qualifying" trips with a qualified host.

Annual participation in the TrainRiders Host Program requires payment of a membership fee and includes a Host ID badge, a quarterly newsletter and an annual meeting invitation. Duties include arriving at the boarding station 30 minutes before train departure, obtaining needed supplies of informational handouts, introducing yourself to the conductor, assistant conductor and passengers, regularly walking through the train providing information, handouts and assistance to passengers as needed or requested, observing for hazardous conditions, cleanliness, heating and cooling conditions in the coaches and café car, assisting with keeping the train neat and orderly and returning completed trip reports to assist in evaluating the service.

Click [here](#) to download the **Train Host Program** Application Form and return it to us by mail.



### Station Hosts

TrainRiders/Northeast currently has volunteer hosts at several of the stations along the route. Those stations include Dover, NH, along with Wells and Saco in Maine. Volunteers greet travelers and visitors, act as goodwill ambassadors, instruct those wishing to purchase tickets on the use of the Quik-Trak ticket machine, hand out literature and schedules and answer questions about local businesses, etc.

These are great opportunities to spend time promoting public transportation and our Downeaster service.

Please email TrainRiders/Northeast at [info@trainridersne.org](mailto:info@trainridersne.org) or **used attached form**, if interested in participating in the Station Host Program.

# TRAINRIDERS STATION HOST PROGRAM APPLICATION

Return completed form to:

TrainRiders Northeast • PO Box 4869 • Portland, ME 04112-4869 • 207-879-7245

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

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

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

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Date of Birth \_\_\_\_\_

Education: (Circle Highest)      High School      Tech College      College/University

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

Employment Status: (Circle)      Full Time      Part Time      Retired

Other Volunteer Experience: \_\_\_\_\_

Foreign Language Spoken \_\_\_\_\_ Fluency Level: \_\_\_\_\_

Please state why you want to become a TrainRiders Station Host:

Amtrak's Downeaster Passenger Rail Service currently operates five round trips daily between Portland and Boston North Station with intermediate stops. Hosts will be assigned to greet and assist passengers arriving and departing at specific stations on specific trains by the Program's Dispatcher. In making these assignments, the Dispatcher will make every attempt to take Host preferences into account. In order to help the Program to forecast its coverage needs, please circle the day(s) that you think that you will be most available to be a Host and the particular train arrivals and departure times, as published in current timetables, which you would prefer to cover.

Sun Mon Tue Wed Thu Fri Sat

Sun No Preference AM \_\_\_\_\_ PM \_\_\_\_\_

Acceptance as a Station Host is contingent upon: (a) completion of this application and its submission to TrainRiders' Host Committee along with any required liability release form; (b) successful screening and approval of the applicant by the Host Committee; (c) satisfactory completion of required training. I agree, if qualified and approved as a TrainRiders Station Host: (a) to serve as a Station Host for AT LEAST TWO train arrivals and departures every 14 days; (b) to abide by all rules and regulations set by the Host Committee, Amtrak or the Northern New England passenger Rail Authority; and (c) to obey all instructions of the Program's Dispatcher, representing TrainRiders/Northeast. I agree that TrainRiders and its Host Committee may take whatever reasonable actions they may decide are necessary to investigate my ability and qualifications to act as a TrainRiders/Northeast Station Host.

Signed \_\_\_\_\_ Date \_\_\_\_\_