



# ON TRACK

SUNRAIL NEWS & INFORMATION FOR CENTRAL FLORIDA'S BUSINESS COMMUNITY

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## A SENSE OF COMMUNITY

SunRail's Operations and Customer Service departments are always striving to deliver the best possible service to SunRail passengers. At SunRail, commuting has become a community for many, who ride the same trains. New friendships have formed, spontaneous birthday and other life celebrations have occurred on-board. This warm, inviting atmosphere all starts with our amazing on-platform Ambassadors and on-board Conductors.

At SunRail, we like to think it's a little southern charm coupled with reliable and convenient travel that makes for a unique transit experience on SunRail. If you haven't tried SunRail as a commuter or leisure traveler, we welcome you to come give us a try, like Tara Schweizer recently did.

Tara recently wrote to our Customer Service department to share the following:

*Hello and Good Day,*

*I just wanted to share that I've been riding the train for a few weeks now. And I wanted you to know how great the staff on the trains are. They are always friendly and smiling. They have this 'rapport' with the regulars-but are equally warm with new riders. I've actually seen*

*hugs and side hugs on multiple platforms. At first I thought the hug was an anomaly, but I've since seen it on three more occasions. We are living in some very difficult times right now, it's very comforting to see such consistent customer service. Please share with your staff how proud and impressed with them I am.*

Thank you, Tara, for taking the time to write to us! We appreciate you and are so glad you are on board with SunRail!

**If you are interested in trying SunRail and have questions about riding, contact Customer Service at: 855.RAIL.411 or [info@SunRail.com](mailto:info@SunRail.com)**

## FUN FACTS

**There are Engineers and Conductors on each SunRail train. The Conductors work with passengers and with the Engineers to keep the train running on time.**

## GET IN TOUCH:

For more information on how you can help your employees commute with SunRail, email [info@SunRail.com](mailto:info@SunRail.com) or visit [SunRail.com/SunRail-For-Business](http://SunRail.com/SunRail-For-Business)

