

# THE CAPSULE

Volume 17, Issue 22

October 2017

## MESSAGE FROM THE NATIONAL PRESIDENT



Dear NARBW Members,

Happy New Year! Hope yours is off to a better start than mine! Both Albert and I were sick with the flu for a good part of January! Finally back to work and happy to be on the road to recovery!

The National Board is busily preparing for our meeting next month, which will be held in Kansas City on Saturday, February 24. Please look for the resume of that meeting in our next issue.

It is with much regret and sadness that I must report that we have lost two more chapters: Louisville and Cincinnati. Our Louisville chapter has dwindled down to very few members, all retired, and, for Cincinnati, the turmoil that has taken place at CSX with the changes in leadership there forced members to move or take on expanded responsibilities and hours worked. This has prevented the remaining members from meeting and continuing as a productive chapter. We are hopeful that the former members of these chapters will transfer to another chapter or become members at large. While their chapters may be gone, they will always be our NARBW sisters.

As I review our per capita receipts, I am sad to see that membership is down across all chapters. We are particularly being hit hard having lost three chapters this year. The National Board is available to help you in your membership campaigns. We are planning meet and greet events in conjunction with our Winter Board Meeting. We also published a full page ad in the Railway Age's Women in Rail issue and obtained new members at large from it. See copy of the ad included later in the newsletter. However, above all, please know that we are available as a resource to you year round. All a chapter needs to do is ask for help. We can aid you in organizing membership drives and work with you on ideas to increase membership in your area. We are here to serve you; please utilize us to help your chapter successfully retain and recruit members. Please let us help you.

On a brighter note, I hope you all are as excited as I am for the upcoming 2018 convention to be held in Kansas City on May 18-19, 2018 with a pre-convention tour being held on May 17, 2018. The pre-convention tour is being planned to include a trip to the Steamboat Arabia museum, Webster House, and Union Station. The convention theme will be "The Wild, Wild West and the Transcontinental Railroad." I am looking forward to Fun Night and seeing all members and guests dressed as their favorite Western character! Even more, I am looking forward to the fun and fellowship that I find at each convention. The experience of attending convention is something I sincerely believe all members should partake in. I hope you all are making plans to join us. You will find the details of the convention in this newsletter.

Thank you for allowing me the opportunity to serve this great organization as your National President.

Sincerely,

A handwritten signature in black ink that reads "Laura Gutteridge Años".

Laura Gutteridge Años  
National President

### This issue:

National Board News.....	2
Chapter News.....	7
Learning Center Info.....	13



# NATIONAL BOARD NEWS



Mark your calendar now to save the dates for the  
National Association of Railway Business Women

## **74th Annual National Convention—May 18-19, 2018**

At the Westin Crown Center

**hosted by The Kansas City Chapter**

A pre-convention tour is being planned to include touring Union Station, Steamboat Arabia, and a ride on the KC Streetcar to have lunch at The Webster House on Thursday, May 17th

*See registration forms on next two pages*

# NARBW Convention Registration Form

74th annual Convention in Kansas City, MO May 18-19, 2018  
 The Westin Kansas City at Crown Center, One East Pershing Road  
 All registrations must be postmarked by April 1st. No refunds after May 5.



**Use a separate form for each attendee.** There are three sections to this form, please be sure to complete them all. This Registration Form may be photocopied or it can be printed from the NARBW website ([www.narbw.org](http://www.narbw.org)).

## SECTION ONE: Personal Information

Please type or print clearly.

Name: _____	<input type="checkbox"/>	<b>Delegate</b>
Mailing Address: _____	<input type="checkbox"/>	<b>Alternate</b>
City: _____ State: _____ Zip Code: _____	<input type="checkbox"/>	<b>National Board</b>
Telephone: _____	<input type="checkbox"/>	<b>Emeritus Council</b>
E-mail: _____	<input type="checkbox"/>	<b>Member</b>
Chapter _____ : Railroad Affiliation: _____	<input type="checkbox"/>	<b>Guest</b>
Emergency Contact		
Name: _____		
Phone: _____		

## SECTION TWO: Registration Fees and Meals

Please enter the dollar amount(s).

### Members:

\_\_\_\_\_ \$285 by April 1st  
 \_\_\_\_\_ \$300 after April

Covers registration and four convention meals.

### Emeritus Council:

\_\_\_\_\_ \$207

Emeritus Council pays for  
 Membership Luncheon, Fun  
 Night and Banquet

### Non-Members (Guests):

Guest

Name: \_\_\_\_\_

Convention Meals only (enter all that apply)

\_\_\_\_\_ \$43 President's Brunch  
 \_\_\_\_\_ \$74 Fun Night  
 \_\_\_\_\_ \$44 Membership Lunch  
 \_\_\_\_\_ \$89 Reception and Banquet

### Host Chapter Members:

\_\_\_\_\_ \$255

**Registration Total (check should be made payable to NARBW)**

## SECTION THREE: Survey

Please check all that apply to you.

\_\_\_\_\_ This is my first NARBW Convention.

\_\_\_\_\_ I require vegetarian meals.

\_\_\_\_\_ Request Marketplace Table for

\_\_\_\_\_ Chapter.

\_\_\_\_\_ Interested in a roommate.

\_\_\_\_\_ Special Needs/Requests \_\_\_\_\_

**If you have any questions, please call Chrystal Tonkin (913) 708-0283 or email [convention@narbw.org](mailto:convention@narbw.org)**

Mail your check and this completed form to:

**2018 NARBW Convention Registration**  
**Julie Lane**  
**129 Oakmont Drive**  
**Papillion, NE 68133**

Mail or email copy of form to Convention Chairman:

**NARBW National Convention Chairman**  
**Chrystal Tonkin**  
**4515 Kansas Avenue**  
**Kansas City, KS 66106**

Complete Sections 1-3. Keep a copy of this form for your record. Your check amount should match the registration total in Section 2.

Revised 08/31/2017

Available at [www.narbw.org](http://www.narbw.org)



NARBW  
2015 Pre-convention Tour  
May 17, 2018



Please join us in Kansas City for the 2018 Pre-Convention Tour. We will start off riding the streetcar to City Market to tour the Steamboat Arabia Museum. It is one of the Mid-West's most popular attractions. It's been featured in such notable venue's as Good Morning America, Readers Digest, Paul Harvey's "Rest of the Story", Antiques Roadshow, National Geographic, Wired, Midwest Living, Smithsonian, New York Times and many others. So, you might say the Steamboat Arabia has been making news for over 150 years. We will then exit the street car, walk one block, and make our way to enjoy lunch at the Historic Webster House which is one of Kansas City's most unique destinations. Located inside a restored Romanesque-style school next door to the Kauffman Center for the Performing Arts, Webster House offers guests a distinctive shopping experience and remarkable dining. After lunch, we will then make our way back on the streetcar to enjoy a guided walking tour of Union Station.

The price per person is \$95 which includes the tours and lunch.

We will leave the Westin Crown Center at 9:15 AM, walk to Union Station and catch the streetcar and return to the hotel by 4:00 PM.

NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_  
 CHAPTER \_\_\_\_\_

Please make check payable to NARBW and mail to address below by April 1, 2018.

Sue Steffen, Treasurer  
 6026 NW 95th Pl  
 Kansas City, MO 64154

# NATIONAL BOARD NEWS

NOVEMBER 2017

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## RAILWAY AGE

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### WOMEN IN RAIL

How They're Changing  
the Face of the Industry

**COMMODITY  
FOCUS: ENERGY** //

Comebacks for  
crude and coal?

**NGTC: SUPPLIERS  
SPEAK OUT** //

How long does an  
RFP have to be?



# NATIONAL BOARD NEWS

## // WOMEN IN RAIL



**JENNIFER RYAN**  
North County Transit District  
(San Diego, Calif.)  
LOSSAN Program Manager/  
Senior Rail Engineer

Ryan has been a strong voice for better passenger services. One of her signature accomplishments was the construction of five of six rail corridors she designed conceptually for TriMet in Portland, Ore. She is involved in STEM programs, to support diversity in engineering and transportation, as well as local programs to fund microloans to immigrants and refugees.

### Women In Rail Nominees - Honorable Mention

- Syeda Yasmin Ara  
BNSF
- Nicole Brown  
Railway Supply Institute
- Lora Cheatum  
Kansas City Southern
- Clary Coutu  
Keolis Commuter Services (MBTA)
- Susan Pappas Gregory  
Diesel Electric Equipment Inc.
- Cathy Hale  
Madison Railroad
- Jamey Holmer  
Norfolk Southern
- Brenda Jones  
WMATA
- Wans-Jang Lin  
Maryland Transit Administration
- Emilia Marcota  
Metrolinx/GO Transit
- Katherine Miller  
Pentair
- Teresa Mutl  
Greater Cleveland Regional Transit Authority
- Katherine Lynn Porduta  
Vertex Railcar Corp.
- Judy Potry  
Farmrail System, Inc.
- Leslie Ellen Savoye  
Booz Allen Hamilton
- Elzabeth Scanlon  
San Mateo County Transit District
- Amy Slackhammer  
Norfolk Southern
- Jami Spordone  
Metro-North Railroad
- Leda Stewart  
The Stewart Group
- Lorie Tokorius  
The Greenbrier Companies
- Jacqueline Watkins  
Metra
- Diana Williams  
North Shore Railroad Co.



**Why Join the**  
**National Association of**  
**Railway Business Women?**

**Camaraderie**  
ANNUAL CONVENTION **Leadership**  
**Networking** Awareness and Education  
**SCHOLARSHIPS** Community Involvement  
**Benevolence** Recognition

Be a part of NARBW and...

- Feel a sense of camaraderie.
- Share a common bond with other women in your industry.
- Contribute to the community.
- Experience an organization with traditions and values.

*The connecting, learning, and giving that comes with NARBW membership covers more ground than the rails across America.*

[www.narbw.org](http://www.narbw.org)



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# CHAPTER NEWS

## ALBANY CHAPTER

We have been busy with our meetings and trying to stay warm in the Northeast.

At our November meeting, we had a White Elephant sale. It was a win/win for all of us! What we think is our trash may be another's treasure. It was very successful and we donated the money we raised to the Red Cross for their flood and hurricane fund. We hope that none of our members were affected by the terrible weather. We, in Albany realize how fortunate we are and snow is not so bad after all.

During the holiday season, we have a train that takes people to the North pole. This gives the younger generation a chance to ride on a train. We think it is a boost for families to realize how exciting railroad travel is.

We had a wonderful Christmas party this year and also donated to our favorite charities. We all hope you have a healthy and happy new year!

## ATLANTA CHAPTER

The chapter is still working on adding new members.

We had a wonderful Toys for Tots drive in December. Some of the ladies enjoyed a relaxing massage at our December meeting.

Our upcoming community service project will be volunteering at the Atlanta Community Food Bank. We had the pleasure of serving brunch for the second time at the Ronald McDonald House. The chapter also had a social activity of bowling and had lots of fun.

## ATLANTA CHAPTER (continued)



Back row L-R, Joyce Peak, Carol Ross, Vanessa Estell, Ruth Przedpelski; Front row L-R, Nina Dean, Patricia Hampton, Jo-Ann Johnson, Denise Whitney

## CHICAGO CHAPTER



NARBW Chicago supported Breast Cancer Awareness Month in October. Members and their families participated in the Making Strides Against Breast Cancer 5K walk.



# CHAPTER NEWS

## CHICAGO CHAPTER (continued)

### Chicago Chapter Winter Wear Drive



Chicago's cold weather was a little warmer this winter for children at a local elementary school thanks to the efforts of the Chicago Chapter. We sponsored a winter wear drive and donated 74 coats, 41 pair of gloves, 30 hats, 22 sets of ear muffs, 13 pair of socks, four scarves, four snow suits, and one pair of snow pants.

We also made donations in October to the American Cancer Society and our Houston Chapter member affected by Hurricane Harvey.

We are also excited and grateful to have inducted 10 new members to the Chicago Chapter in October. Welcome ladies!

## CINCINNATI CHAPTER

This chapter has decided to turn in their charter. Ladies, we will miss you and wish everyone well.

## HOUSTON CHAPTER

"I'd like to take the time to thank all the chapters that reached out to assist our members who suffered loss as a result of Harvey. It is acts like this that make me very proud to be a NARBIE." per President Cuellar She also stated the following..."Hurricane Harvey dumped 6 1/2 ft. of water in the home of Mark and Debbye Converse over a four-day period. Debbye considers this her greatest life struggle, but she is thankful for help, prayers, gifts and donations from NARBW members. She expressed, "I am so very blessed to have this organization in my life. Thank you NARBW". Please keep Debbye and Mark in your thoughts and prayers.

The November meeting honored the retired ladies in our chapter. We had three of our retirees who were able to attend; Cheryl Chambers, Debbye Converse and Cookie Grant. The ladies were presented with a small basket of goodies and praised with a beautiful speech written by Tamela Kubicek. A special thanks to Tamela for co-hosting this event.



Houston ladies enjoying the Retirement Luncheon!



# CHAPTER NEWS

## INDIANAPOLIS CHARTER CHAPTER

No news to report.

## JACKSONVILLE CHAPTER

October's meeting included a Mini-Marketplace experience including representatives from Mary Kay – Angela Scott, Pampered Chef – Debbie Charpiat, Lipsense – Julie Haden, and Thirty-One – Christie Wolff.

The chapter held the annual holiday brunch at the San Jose Country Club in December.

The NARBW women have been involved in many worthwhile community activities during 2017. They brought a new toy to be donated to Toys for Tots as well as \$10 gift cards from Target and/or Walmart to put in the stockings of PACE Center for Girls. Most of these girls are on the free breakfast and lunch program at school and these are not available during the Christmas break so they can use the gift cards to purchase food for those meals. Thanks to everyone for being such generous ladies.

In honor of 3 Grains of Rice Mission, which is located within the City Rescue Mission campus in Jacksonville, FL, the chapter prepared Christmas bags, signed cards and wrapped toys. Gift bags were assembled for the homeless men and women for two of the shelters in Jacksonville. In addition to preparing the bags, the women signed 306 Christmas cards to put in each bag.

## JACKSONVILLE CHAPTER (continued)

We finally got daughter Krista moved from Lakeland to Orlando and she starts her Internship with Disney Institute this week. Truly a blessing (and relief) beyond belief. Sincere thanks again for all of your support and prayers.

She actively worked on obtaining her dream job with the Walt Disney Company. Krista has a special place in her heart for the NARBW ladies for their inspiration, encouragement, financial support and being great leadership role models throughout the years.



# CHAPTER NEWS

## KANSAS CITY CHAPTER

Besides planning our 2018 convention, the ladies donated canned food items and other pantry items to the Marceline, MO food pantry as well as Gardner, KS food pantry during the month of October.

November included a volunteer event at the Ronald McDonald House.



Megan Cibulski, Bonnie Jameson, Chrystal Tonkin and Rhonda Gomez alongside the meal lineup at the Ronald McDonald House.

## KANSAS CITY CHAPTER (continued)

December included helping distribute Christmas gifts at the Bethel House. It was very fulfilling to see the families come in and get excited to receive food and gifts. We sure did get our steps in that day walking to and from the center to everyone's vehicle and loading their vehicles up.

The ladies enjoyed a festive get-together at one of the member's home, exchanging Christmas gifts, enjoying pizza and just hanging out!

We are looking forward to seeing many of you in May for convention and planning a few exciting trips for the pre-tour, as well.

## LOUISVILLE CHAPTER

This chapter has decided to turn in their charter. Ladies, we will miss you and wish everyone well.

## OMAHA CHAPTER

Omaha ladies volunteered at the Habitat for Humanity in October as well as held a fundraiser at Pizza Ranch.

We put a tree up for the Salvation Army Warm the Night campaign at Streamliner.

We also collected new toys for the Marine Corps Toys for Tots programs. The Credit Union provided trees and boxes for the donations. New and unwrapped toys were gathered and brought to the December meetings for the Toys for Tots.



Rhonda Gomez, Sue Steffen and Chrystal Tonkin at the Bethel House Christmas Volunteer Event.

# CHAPTER NEWS

## PHILADELPHIA CHAPTER

We have had a busy few months, starting with serving a hot breakfast for 12-15 families at one of our Ronald McDonald Homes. This is always appreciated by the families and their staff.

In October, we hosted a 'Tea' with an actor portraying, General Ulysses S. Grant. This made for a very successful 'Tea'.

We also held our candy drive for Christmas. Of course, spice(s) sales are on-going. December included our Christmas lunch/dinner party. So many toys and other items were brought to this party and later donated to a shelter for abused women and children. Between, our parties, candy sales and auctions that we held, we were able to add a few dollars to our treasury.

The ladies from the Philadelphia Chapter would like to wish everyone a healthy & happy New Year!

## ROANOKE CHAPTER

Our drive to fulfill the Ronald McDonald House' need for individually wrapped snacks went well. Joanne Perry delivered a large selection of snacks to the house, after which, the chapter collected money at the November membership meeting and shopped at Sam's Club for more snacks. These were delivered the same day. In addition, various individuals delivered their own goodies to them. As a rule, we do paper products for the house during November, but they received a truck load of paper goods from another organization, which makes the house very well stocked.

The Halloween party for the Veterans at the VA turned out to be a great success! We took pizza and worked hard to make it fun for them and to honor our Welfare Subcommittee chairperson, Alverta Steptoe. Alverta, I think we did you

## ROANOKE CHAPTER (continued)

proud! And, by the way, the VA has revamped their dining rooms. The room we have used in the past for our parties has been turned into a conference room. We went into the new dining room (much larger) on the 3rd floor this time. It is lovely with lots of counter space, kitchen appliances, and a sink.

Speaking of doing things up right, our Chapter really came through for the Rescue Mission's envelope stuffing. They are sending out 170,000 Christmas cards this year!

During the weeks of October 16 and 23, I am happy to report that 10 Narbies worked over 100 hours at the Roanoke Rescue Mission, helping to stuff the 170,000 envelopes for their Christmas mailing. Sub-Committee Chair Pat Broadneaux thanks everyone who was able to assist.

Thank you Alverta for your continuing dedication to our heroes!



Our December projects are to support the Shriner's Hospital where free medical care is given to children in need and the Salvation Army where we purchase Christmas wish items for two Angel Tree Children.

Olivia Mills, daughter of NS Track Supervisor Jeremy Mills and wife Cheri Mills, and granddaughter of retired Machinist, Harold Mills and NARBW Chapter 19 member, Joyce Mills, has just been accepted into the All-District Choir. She placed #1 for all Alto IIs in the district which included six counties in all grades. She will audition in February at Fluvanna High School for All-State. Olivia is an honor student at Culpeper High School.



# CHAPTER NEWS

## ROANOKE CHAPTER (continued)

In addition, their son, Noah Mills, was chosen as a member of the University of Virginia's Marching Band and also the Basketball band. Noah was a 2017 recipient of NARBW's National Scholarship Award.

Congratulations to both of these students!!

Several deaths have been reported to the Sunshine Committee over the past month including: Elaine Parks' sister-in-law; Carolyn Shovel's sister-in-law; Sylvia Long's sister, and Linda Taylor's father.

Alverta Steptoe is in Room 405A at Our Lady of the Valley, where she is receiving therapy for a broken leg from an auto accident she was involved in. Jessie Swiercinski is back at Elm Park and doing well. She is currently at the Friendship Manor Re-Hab Center on Starkey Road. Cards have been sent to this location.

Joyce Mills had outpatient surgery in November and is recovering. Please keep Brenda Hale's daughter, Nichole and Brenda's family in your prayers during this very difficult time.

Joyce Mills' Mother-in-law, Ruth Mills, who is a resident of South Roanoke Nursing Home, will celebrate her 105th birthday on Monday, December 4, 2017. If you would like to send her a card, the address is: Mrs. Ruth Mills, Room 1, South Roanoke Nursing Home, 3823 Franklin Road, SW Roanoke, VA 24014.

Shirley Bishop, Joanne Perry's sister-in-law, had a procedure for heart problems

Roberta Roberts is still recovering from pain in her back.

## SAGINAW CHAPTER

Happy New Year to Everyone! A few of our members are away in warmer spots. Glad for them! Plans for the spring will be worked out later.

## ST. LOUIS CHAPTER

No news to report.



## TOPEKA CHAPTER

Topeka Heartland Chapter drove to Lecompton, KS and had lunch at a small hometown cafe. Afterwards, we delivered Christmas gifts for the children at Alpha Christian Home. They asked for art supplies which we gladly provided. We did this instead of exchanging gifts ourselves. We will not be meeting in January or February due to the cold weather. Get well wishes go out to Bonnie Hartzel and Dee Woodson.

## TWIN CITIES CHAPTER

The 92 year old chapter has decided to close its books and disband its' chapter. They will be truly missed.

There was a dinner at Mancini's on June 21, 2017 to discuss any and all final business. 17 members attended and all had fond memories of the past 92 years.

# LEARNING CENTER

## CREATING AN EFFECTIVE RESUME, PART III

Welcome to our final installment of Creating an Effective Resume! This quarter, we will talk about recommendations and other considerations in creating an effective resume.

First, write your own resume. You need to know your resume inside and out and the best way to do that is to write yourself. Make sure to study your resume before any interview. You want to make sure that your resume is tailored to the job description. The best way to show a hiring manager that you are the best person for the job is to have your resume match up as closely as possible to the characteristics and experience that were requested in the job description. You also want to make sure that you write your resume to show the responsibilities you have handled and results you have achieved. It is critical that you keep your resume brief, clean, and easy to read. Remember that there could be many applicants and you want to make reviewing your resume as easy as possible for the hiring manager.

Many job seekers tend to be vague in their descriptions. You want to be very specific about your job accomplishments and achievements. What makes you stand out from the crowd? What would your co-workers say your specialties are? These are the items you want to make sure are outlined in your resume. Avoid subjective language and illustrate your experience using statistics or numbers to show your results.

Always send a cover letter with your resume. This is your chance to express your enthusiasm about the position and gives a personal touch to your application.

Optics matter. Use professional resume paper and bring printed copies of your resume to the interview for each person on the hiring committee. Format wise, use 1 - 1.5" margins and 12 font size of standard type face in black ink. Resumes can be one or two pages though you may find in some industries that even more pages are necessary. If you have more than one page, make sure to use page numbers and include your name at the top of the page.

Do not staple or paper clip your resume – your name and page numbers are sufficient to tie multiple pages of a resume together.

Do not rely solely on spell check. Read your resume out loud. Have a friend or two read your resume. You would be amazed at the things you can find when you do this. You should also ensure you use proper punctuation and grammar. I can tell you as a hiring manager myself that if I see a misspelling, that is a huge red flag – if you cannot spend the time making your resume crisp in order to get a job, why should I trust you to take care of the details at a job working for me?



The National Association of  
Railway Business Women

Rhonda D. Gomez  
National Publications Chairman  
2806 NW 90th Terr  
Kansas City, MO 64154

# LEARNING CENTER

## CREATING AN EFFECTIVE RESUME, PART III (continued)

Here is a list of some resume topic no-nos. Make sure to not include any information on these topics in your resume. You want your resume as neutral as possible in this regard to ensure equal consideration of job candidates.

- Marital Status
- Race
- Height/Weight
- Children
- Photo of yourself
- Health
- Spouse Employment
- Religion
- Salary
- Age
- Politics

Traditionally, language regarding references was included in the resume. Not today. It is a given that you have references available upon request, so there is no need to state as much on your resume. Save that critical space for your experience and skills. Since it is a given, make sure you have your references lined up, so that you can provide them at any time. Always ask permission to use a person as a reference. Make sure that you supply each reference with a copy of your resume and you have current contact information for each reference.

We hope you have learned some tips to help you in your job search. Next quarter, we will shift to soft skills and begin a series on the Dale Carnegie principles. Until next quarter!



The National Association of  
Railway Business Women

The National Association of Railway Business Women stimulates interest and fosters cooperation within the railroad industry and its affiliates. We celebrate fellowship and participate in charitable and benevolent social welfare projects.

Join or start a chapter!

- Albany, NY • Atlanta, GA
- Central Florida • Chicago, IL
- Houston, TX • Indianapolis Charter
- Indianapolis Circle City • Jacksonville, FL
- Kansas City, KS • Omaha, NE • Philadelphia, PA
- Pittsburgh, PA • Roanoke, VA • Saginaw, MI
- St. Louis, MO • Topeka, KS

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