

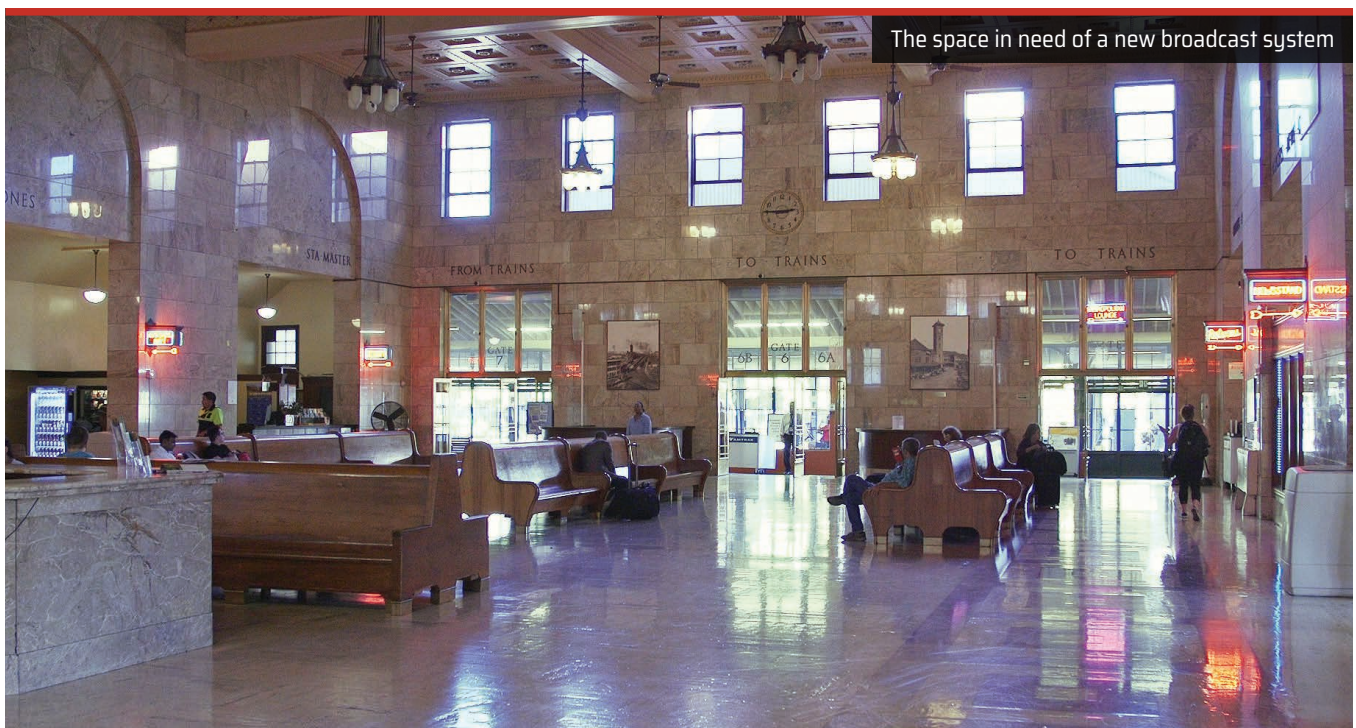
# Case Study: Amtrak



National transportation giant Amtrak operates a major hub out of Portland, Oregon's Union Station. They came to DeltaAV for an acoustic overhaul that would meet the standards of the building's historic designation.

More than a thousand riders pass through Union Station daily and need to receive important announcements such as schedule updates and track changes. Amtrak noticed that passengers weren't hearing announcements through the speaker system and acting upon the updates.

They came to Delta AV for an acoustic upgrade to their historic train station. Opened in 1896, the station has been part of the National Register of Historic Places since 1975. The challenge was to modernize the announcement system while preserving the building's interior architectural integrity.



## A Customized Solution

The team designed and installed an audio system with more predictable dispersion that offset the mixed acoustics created by the granite walls. To leave the walls untouched, as required by the station's historic designation, the team pioneered a unique approach, fabricating a custom speaker stand that extends from the floor and matching the color to the speakers to create a unified look. The result is an announcement system that is clear, intelligible, easier to use, and aesthetically blends in with its environment. Overall, the clarity of the new system has greatly improved passenger satisfaction and departure time goals.

## Results

After the install was complete, station manager Lori Kemp noticed an immediate and positive change. "It's like night and day," notes Lori. "We know the difference because the passengers are actually following our instructions." — and not missing trains.

The ongoing experience of working with the Delta AV team was really positive. "They're great. Anytime we call or email, they get right back to us," says Lori. "They're easy to work with and the guys are really nice too."

Close-up of one of the installed speakers



"From their care and concern for us as a customer, to their expertise in the field, I can't imagine another company coming in, doing what they did, and having the same outcome."

— Naithan Weeks  
Night Supervisor

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