

1st MONDAY 3rd MONDAY

Prepared for employees by the
Milwaukee Road's Corporate Relations Department
516 West Jackson Boulevard Chicago, Illinois 60606
Telephone 312 648-3328

September 17, 1984

To All Milwaukee Road Employees:

In an order dated September 12, Judge McMillen set a schedule for hearings in our continuing reorganization proceedings.

The order said "On September 10, 1984, this Court received the report and findings of the Interstate Commerce Commission (with full opinion to follow within 10 to 14 days) with respect to plans of reorganization and acquisition proposals for the Milwaukee Railroad, which had been referred to the Interstate Commerce Commission pursuant to the Bankruptcy Act and the Milwaukee Railroad Restructuring Act.

"It is hereby ordered that the following schedule shall govern the review by this Court of the Interstate Commerce Commission's report and findings:

- "October 9, 1984
- (a) All parties, other than the Trustee, shall file briefs and, if desired, extracts of the evidence in support of or in opposition to the Plan of Reorganization ('Plan') approved by the ICC and with respect to the section 5(b) purchase applications of the Soo Line Railroad Company ('Soo') and the Chicago and North Western Transportation Company ('CNW').
 - (b) Any modifications to the section 5(b) applications or the Plan which the Soo or CNW propose shall be filed, with a statement of reasons why the Court should entertain the modification.
 - (c) Any party seeking review under section 5(b)(2) of the MRRA of the ICC's decision on section 5 purchase applications shall file a statement of the issues to be reviewed, supporting brief and a copy of the portions of the record relied upon.
- "October 16, 1984
- The Trustee shall file his recommendation to the Court and extracts of supporting evidence and brief with respect to the Soo and CNW section 5(b) purchase applications, the Plan and any proposed modifications thereto.
- "October 22, 1984
- (a) All parties shall file briefs and, if desired, extracts of the evidence in response to the filings of October 9 and 16 with respect to approval of the Soo or CNW purchase applications, or the Plan, and any modifications thereto.
 - (b) All parties shall file briefs, and copies of portions of the record relied upon, in response to the October 9 requests for review of the ICC decision with respect to section 5 purchase applications.

"Any party desiring a further hearing, in open Court, may specify in a separate petition, filed either on October 9th or 22nd, the issues sought to be heard, the nature of the hearing desired, and the reasons why such a hearing is required. The Court will set a date and time for such a hearing if properly supported by the petition."

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We're always pleased to hear from customers who have something to say about the way we conduct our business. More often than not their remarks are complimentary.

An example is a letter I recently received from Steve Kizaric of Orland Park Dodge which focuses on a specific opportunity we had to respond to a marketing challenge and commends the employees involved.

As I said in response to this nice letter, it is our objective to be responsive to customer needs and to try and make it possible for quick decisions to be made and for effective transportation service to be offered. All shippers, whether small or large, are important to the Milwaukee Road, and I am very pleased that you found our service satisfactory. I hope you will try us again.

Here's Mr. Kizaric's letter:

"My purpose in writing to you is to make you aware of several very competent and pleasant employees.

"A few days ago we sold the City of Tulsa, Oklahoma, fifteen (15) police cars which we had to deliver to Tulsa. Our first inclination was to ship them by truck but we then thought of rail shipment. A few months ago we shipped thirty (30) vans east via (another carrier) and while the units arrived intact, there was so much hassle and confusion on the other carrier's part from point to point, that the amount of aggravation created was not offset by the dollars saved over truck shipment. Our experience with the Milwaukee Road was entirely different.

"We contacted John Greene and Jerry Hujar in Automotive Fleet Management initially. They stopped what they had been doing and immediately began calling various departments to find out who could handle our request. They switched our call up to Nick Cicinelli who took the information and said he would call back as soon as he could check routing. Within three working hours, he had obtained the routing and quoted a rate and loading details were worked out with Bob Kirka and Sam Adelfio of Milwaukee Motor Transport. When we decided to ship by rail, Nick Cicinelli and Sam Adelfio finalized loading details on a conference call and we were ready to go. Sam even notified the security guards that we would move the vehicles into the night so that the rail car could be loaded in the morning. To make a long story short, the promptness and efficiency of these employees allowed us to request a rate quote on Monday, move the vehicles Tuesday and Wednesday morning, and have the cars on the way to Tulsa Wednesday evening.

"Needless to say, to a small shipper like us, the service was pleasantly unexpected. The most unexpected commodity we encountered, however, was a very positive attitude. Mr. Greene, Cicinelli, Kirka, and Adelfio all conveyed the impression that they were there to help us, the shipper, get our freight to where we wanted it to go as quickly and efficiently as possible. That's the business you're in and you should be aware that these guys are getting the job done!"

My purpose in sharing this letter with you is, since it's indicative of the kind of positive reaction we regularly receive from customers, it reflects favorably on all departments not just those singled out here.

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To Chicagoland Employees:

Even though you missed out on the latest state lottery, you can still be a winner by participating in the United Way/Crusade of Mercy campaign.

Show you care by joining your co-workers in pledging to support this worthy effort.

The United Way/Crusade of Mercy has practiced a philosophy of caring for fifty years, and, as such, means a great many things to many different people.

To parents who use a United Way-funded day care facility, the United Way means they can work while their children receive love and attention in a wholesome atmosphere.

Families in need of special counseling for marital problems have learned to count on United Way services for professional and confidential guidance.

The handicapped and their families see United Way-funded services for the physically and mentally disabled as a glimmer of hope that they might live more normal and productive lives in the future.

That name - United Way/Crusade of Mercy - has become an important part of many lives in the Chicago area. However, due to name changes over the past ten years, a large part of the public doesn't associate the United Way/Crusade of Mercy with the services it funds or the campaign it conducts in the Fall.

United Way. Community Fund. Community Chest. United Way/Crusade of Mercy. If you live in Chicago, or one of the 200 suburban communities whose United Ways are part of the United Way/Crusade of Mercy network, all those names stand for the same organization. More than 70,000 volunteers work to fund and maintain this highly visible and accountable system of human care services. They care. Do you? Pledge your Fair Share.



W. L. Smith
President

First Monday / Third Monday
The Milwaukee Road
516 W. Jackson Blvd. Rm. 862
Chicago, IL 60606



001
R. M. CLARK
5139 N. BAY RIDGE
WHITEFISH BAY WI 53217