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C O N R A I L N E W S W I R E

A weekly electronic newsletter for and about employees

August 23, 1994

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SEAMLESS SERVICE A CORPORATE GOAL

Conrail customer requirements can sometimes seem simple. Our customers need a price. They need a freight car. They need the car moved. And they need a correct bill. But, experience tells us that it's not as simple as it sounds. Achieving seamless service through cooperation with others is essential for Conrail to remain competitive in the transportation business. Making it happen is one of Conrail's corporate goals.

Approximately sixty percent of Conrail's revenues are earned in cooperation with one or more connecting railroads. To make the billing system more "user friendly", one bill is sent to the customer with distribution of the appropriate revenues to each carrier involved in the move. With all the steps in the process, there was plenty of room for error.

An industry team, chaired by Conrail's Tom Froio, worked at streamlining the process. The new, simplified process is called the Interline Settlement System (ISS). It will electronically transmit revenue waybill information to all carriers in the revenue route, settle the waybill accurately (generally within 30 days) and transfer the necessary funds to each carrier. Each carrier is developing its own process to meet the requirements of ISS.

Conrail's development of its ISS was to be part of the new Revenue Management Process (RMP). Development of RMP has proved to be more complex than originally thought. Consequently, we're behind on this corporate goal, and a revised implementation plan is now being developed. Even though we're not as far along with our development of ISS at Conrail, the industry is experiencing some good results -- a nearly fifty percent reduction in settlement errors, even for those carriers who have not yet initiated the new information system processes.

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## NEW POULTRY INDUSTRY INITIATIVE NOT CHICKEN FEED

Conrail's Unit Train Service Group has worked for two years to put together a package with plenty of pluck for Delmarva poultry producers. January, 1995 will see Conrail 50-car unit trains hauling feed to the industry. The initiative will supply feed to an industry that produces 600,000,000 (yes, that's million!) broilers annually and employs about 20,000 people. (Definitely not chicken feed.)

Grain products will come from western origins to the Mid-Atlantic region. Poultry producers in the region are improving access for direct rail service in anticipation of the first train in 1995. The deal is a win-win one with the benefits of long-haul, unit train transportation for Conrail customers and better freight car utilization for Conrail.

## BY THE TIME WE GOT TO WOODSTOCK...

The Conrail Police Department at Woodstock '94? You bet your bell bottoms and beads! Conrail Police Capt. Don Paulich and his team were part of the massive security effort that also included many state and local law enforcement organizations. Conrail Police personnel from as far away as Buffalo and Pittsburgh joined the team. The CRPD patrolled Conrail property, ensuring public safety and also providing crossing protection when Conrail traffic moved along our River Line.

## SAFETY NEWS

The Philadelphia Division South Communications Department has been injury free for nine years as of August 2. There are twelve employees in the department including communications maintainers and radio maintainers.

Good safety procedures are absolutely essential for these two groups. Communication maintainers are responsible for the construction and installation of all types of communications equipment in all types of places on the Conrail system. Radio Maintainers not only work in radio shops, but in and around locomotives, track equipment, on bridges and towers.

Congratulations to the Philadelphia Division South Communications Department for an outstanding effort.

DID YOU KNOW...

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The Monongahela Branch was shut down for one week in July to completely rehabilitate the railroad. When all was said and done 16,800 ties were replaced, 41 miles of tracks were surfaced, 37.8 miles of ballast was cleaned, 2 timber bridge decks were replaced, 13,500 scrap ties loaded, new drainage pipes installed and more.

CONRAIL RECEIVES "CORPORATE PLUS AWARD" FOR SUMMER INTERN PROGRAM

Conrail's partnership with Inroads, Philadelphia, an organization that fosters career development for talented minority youth, was a win-win program all around. This summer, ten Inroads interns worked at Conrail, five in Finance and five in Information Systems. Conrail provided an opportunity for these talented young people to gain experience in the transportation industry. Conrail's support was recognized at Inroads, Philadelphia's "Excellence Knows No Boundaries" recognition celebration with the presentation of Inroads' "Corporate Plus Award."

Two of Conrail's summer interns were cited for excellence. Darien Palmer placed fourth in Inroads' essay contest and Bernard Cummings for academic excellence and total performance in meeting Inroads' requirements.

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D A T A B A N K

+++++++Safety is part of everyone's job+++++++

How are we doing at maintaining a safe work environment for ourselves and those who work with us? FRA Reportable frequency rates (total injuries per 200,000 work hours) for year-to-date vs. 1994 goal, as of August 19, 1994 (variance in percent, divisions in alphabetical order).

	Actual	Goal	Variance
System	5.51	4.89	- 12.67
T&E	8.20	6.96	- 17.81
M/E	6.16	5.00	- 23.20
M/W	4.78	4.40	- 8.63
Division			
Albany	5.83	5.53	- 5.42
Consolidated	3.52	3.72	+ 5.37
Dearborn	7.17	5.53	- 29.65

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Harrisburg	5.98	5.53	- 8.13
Indianapolis	5.96	5.53	- 7.77
Philadelphia	6.41	5.53	- 15.91
Pittsburgh	7.23	5.53	- 30.74

Conrail Traffic in units (freight cars, containers and trailers)

Units for the year-to-date and the seven-day period ended August 21 vs. the comparable period a year ago

Year-to-date

1994	2,632,068
1993	2,400,173
Change	+ 8.6 percent

Current week

1994	84,162
1993	77,486
Change	+ 9.7 percent

Stock price activity

Price per share for the week ended August 19:

High	\$54 5/8
Low	\$52 5/8
Close	\$52 5/8
Change (from 8/12 close)	- 1 1/2

Average Daily Volume 479,200 shares traded

Trading range -- high/low prices for the previous 12 months

High	\$69 1/4
Low	\$49

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