



MARKETING UPDATE

by Howard Nash

For the past 16 years MRL Marketing Managers have covered the system from the Missoula office. With two marketing managers leaving the company earlier this year, it was a good opportunity to take a fresh look at the department. Since Billings is the largest and most active location on MRL, a marketing manager there will help us respond to our customer questions and concerns, and will improve our opportunity to pursue new business.



Cathy Wilson

Cathy Wilson, formerly Director Customer Service, has accepted a position in Billings where she will handle agriculture and consumer goods. Cathy comes to marketing with 16 years of railroad knowledge that will benefit the department. She is a native Montanan from Choteau, and has three children and two grandchildren.

Mike McKay comes to us from Northstar Air Express in Missoula where he was Vice President for six years. He is a University of Montana graduate and a long-time western Montanan. He and his wife Joy have two children. Mike is responsible for non-metallic minerals plus overlap in agriculture products with Cathy.



Mike McKay

Cathy and Mike have joined long-time Marketing Managers Larry Huff and Tom Coston. Larry is responsible for forest products and Tom, petroleum products. Both are also responsible for a variety of other commodities. Rounding out the department is Mary Semmens, Marketing Staff Assistant, who provides administrative support.

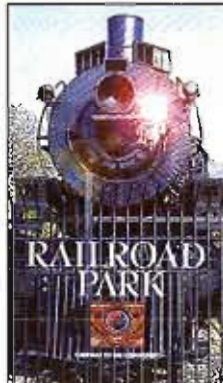
Cathy and Mike are ready to meet their customers and are excited about their new positions. Montana Rail Link is pleased to welcome them into the Marketing Department and we look forward to the work they will accomplish.

Howard Nash

Executive Director Marketing

Railroad Park by Lynda Frost

The dedication of the new MRL Railroad Park, located East of the Northern Pacific Depot in Missoula, occurred in late July. The ribbon-cutting ceremony was attended by MRL and community officials, and included speeches by Missoula Mayor Mike Kadas and MRL President Tom Walsh. Mr. Walsh touted the project as a renewal of Missoula's historic gateway, where the NP Depot welcomed generations of newcomers to the valley. The Park was built earlier this year by the Washington family in honor of the 70th birthday of Dennis Washington, owner of Montana Rail Link.



The Railroad Park features a pavilion reminiscent of a rail platform with lawns, paved walkways, a 1909 steamroller display, period light posts and an Ambassador's Circle area with flagpoles. Although Montana Rail Link property, Railroad Park is intended for public use and enjoyment, and expands and complements the popular Circle Square area of downtown Missoula.

SAFETY UPDATE

The Good, The Bad & The Ugly by Pete Lawrenson

A good description of our personal injury record for this quarter and year-to-date:

The *Good* is that it does not appear any of the personal injuries are going to have a permanent impact on those injured.

The *Bad* is that if we keep going at the current rate, we will exceed more than 40 personal injuries for the year.

The *Ugly* is that we know we can do better and have done so many times, but we cannot seem to break out of this negative routine.

By utilizing all of our personal protective gear, keeping alert to the unexpected, participating in job briefings, and talking about safety with our co-workers, the third quarter safety goal of eight or fewer accountable/reportable injuries is attainable.

During SAFE Days, many employees recognized and commented on how successful we were in the first quarter by achieving our safety goal, which was the busiest quarter of the year so far - so we should be able to repeat that success.

Hiring from Within

by Pam Schneider

When current employees apply for a position at Montana Rail Link, they are asked to submit a resume and a letter of intent. The internal application process should be approached the same way one would respond to an outside potential employer. One of the first things to take note of is the closing date.

Submit a current resume that reflects applicable skills. Take time to update your resume, which should reflect your most recent job history. Do not send a letter stating a resume is on file.

What is a letter of intent? By definition, it is a letter expressing your intentions. This is an opportunity to showcase yourself outside the parameters of your resume. Some key points to cover in your letter of intent:

- Why you are interested in the posted position.
- How your personal strengths and skills relate to the position.
- Include relevant organizational skills, computer knowledge, work and life experiences.
- Conclude with how you think the company would benefit from your contributions.

Remember, your letter of intent often serves as a writing sample for positions that require "excellent written communication skills". Be sure your letter is well-written, edited and only one page in length. This is the introduction to your resume.

If it has been awhile since you were interviewed, invest some time researching frequently asked questions by interviewers. Resources are available through your local job service, library, bookstore or the internet. Be an informed applicant by learning as much as you can about the position. Being knowledgeable and prepared provides another opportunity to demonstrate interest and suitability for a position.

The Director of Human Resources facilitates team interviews with the department head and/or supervisor seeking to fill the position. The sole intent of the interview process is to select applicants who are best suited for the position. The interview is only one part of the hiring process; supervisor recommendations and past work history are important considerations as well.

Employee interest promotes hiring from within and the time and effort MRL employees invest in the hiring process is appreciated.

F.I.R.S.T

Fairness ♦ Integrity ♦ Respect ♦ Safety ♦ Trust

This is a two-part series on hiring from the Human Resources Department.

Promotions

Desi Torres - now Assistant
Trainmaster at Laurel from switchman
effective July 22, 2004

Who's New at Montana Rail Link

Samantha Anttila ~ clerk
Tucker Blaylock ~ carman apprentice
Stan Boaz ~ signalman
John Carlson ~ carman apprentice
Mick Goff ~ track laborer
Dirk Cloninger ~ director cost & analysis
Sheldon Hackwell ~ carman apprentice
Ordia Leaming ~ carman apprentice
Adam Leishman ~ track laborer
Daniel Mavrinac ~ track laborer
Mike McKay ~ marketing manager
Eben Nose ~ carman apprentice
Jeb Winebrenner ~ track laborer
Brad Ricci ~ carman apprentice
Jamie Schleining ~ track laborer
T. J. Sharkey ~ signal laborer
Corey Thormahlen ~ signalman

Retirements

Milt Clark,
Marketing
Manager, retired
in April 2004 after
40 years of
working in the
railroad industry.
Milt has been with
MRL since startup. We wish Milt a
happy retirement and a big thanks for
his many contributions during the last
17 years with MRL.



Tom Gilbert,
Switchman, Laurel,
retired in May
2004. Tom began
his railroad career
in November 1978
as a boiler maker
with the BNSF, and

was promoted in July 1987 to brake-
man. Tom has been with MRL since
startup, and worked as a locomotive
engineer and switchman.
Congratulations Tom and we wish
him a happy retirement in Clancy,
MT.



Turntable is an employee hotline
connecting you directly with the general
offices and executive staff.

Locomotive Engineering Training Program

by Ted Hagemo

Since Montana Rail Link began in 1987, there have been more than 370
switchmen enter the Locomotive Engineer Training Program (LETP).
Our training program is a joint venture between MRL and the Brotherhood
of Locomotive Engineers (BLE), and has been approved by the Federal
Railroad Administration. Designated supervisors of Locomotive
Engineers, MRL and BLE, facilitate the classroom instruction, and experi-
enced train service engineers and instructors provide on-the-job training.

Students are enrolled in the program for a maximum of 279 days and must
meet the following requirements:

- ▶ Three weeks of classroom instruction covering operating rules, air
brake and train handling rules, and mechanical systems including a
final exam.
- ▶ 60-90 days required training on operation of switch, local, remote
control locomotives, and helpers.
- ▶ Four days of additional classroom instruction and final examinations
covering operating, air brake and train handling rules. Student must
achieve a minimum of 90% on all final exams.
- ▶ Secondary requirements consisting of road trips on the respective
zones.
- ▶ Final promotion consists of each student demonstrating his skills to
both an MRL and BLE designated supervisor.

Instructors: Rex Hoag, Jack Dorsey and Tim Doherty (BLE)
Ted Hagemo, Kim Kautzman, and Kern Kemmerer (MRL)

Power Pride ~ People Pride

by Jack Gabrian

You may have seen two shiny
locomotives pulling our passen-
ger fleet and gas train around
the Missoula area recently. If
you noticed, you could see the
390 and 392 proudly working up
and down our railroad. They are
F-45 units built in 1971 and
powered by 20 cylinder 3600 hp
diesel engines. What is unique
about these units is the body
style that resemble the old
covered wagon units of the 1950's
and 60's.



Missoula Carmen
Jim Chilcote and Brian Panian

Both of these units were assigned the task of pulling a special train in
July. This involved many hours of work by the Livingston and
Missoula Mechanical forces. The units were reworked inside and
out, which involved cleaning and painting the cabs and engine
compartments.

In Livingston, the cab compartments were gutted and repainted, and
the engine compartments were cleaned and given a new coat of paint.
Many hours of hard work by Livingston employees Mike Ungaretti,
Jason Jacobsen, and Mike Nelson were devoted to the interior.

Once these units arrived at Missoula it was time to "spit and polish"
the final work. The units were cleaned and waxed, trucks repainted
and stenciling applied to the noses.

It is pleasing to see such pride and workmanship that our employees
put forth to accomplish this task. People take pride in their jobs and
the work they do and these two locomotives are a testament to that
pride.

Great job Livingston and Missoula Mechanical on a job well done!

LETP 31

January 12, 2004

Brandon Arthur
Brian Curry
Clifton Greuter
Jason Howe
Steve Huschka
Ryan Krumenacker
Ryan Lavachek
Jeremiah Michael
Rob Reimann
Nate Temple
Tim VanOrden (promoted)
Kevin Zard

LETP 32

July 12, 2004

David Barnes
Jason Claussen
Jon Crerar
Michael Hastings
Andy Hill
Steven Johns
Scott Lake
Timothy Leishman
Chris Martin
Travis Maxwell
Cody Mercier
Scott Miller
Timothy Ostler
Scott Puffinburger
James Reiner
Eric Ripley
Anthony Schieno
Douglas Schwindt
Tobin Sinclair
Bryan Stewart
Rodney Swecker

Dispatch is
the new employee
"communique" that
replaces the MRL
newsletter.

You can access the
Dispatch on the intranet
at www.montanarail.com