

SURFACE TRANSPORTATION BOARD

Memorandum

208990



DATE: September 25, 2003

TO : Joe Collins, Printing Officer
Section of Facilities Management
Office of Economics, Environmental Analysis, and Administration

FROM  : Mel Clemens, Director
Office of Compliance and Enforcement

SUBJECT : STB FINANCE DOCKET NO. 34000 - OPERATIONAL MONITORING DATA

Attached is the latest public data filing provided to this office by CN/WC, as required in the above proceeding, which is to be committed to the docket for public reference. As requested, I am providing two copies for the docket and one for Da 2 Da Legal. If there are any questions, please don't hesitate to contact Ed Nelson at 565-1574.

Attachments

cc: Chairman Nober
Chief of Staff Scheib

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September 24, 2003

Via E-mail and Hand Delivery

Mr. Melvin F. Clemens, Jr.
Director, Office of Compliance and Enforcement
Surface Transportation Board
1925 K Street, N.W.
Washington, DC 20423-0001

Re: STB Finance Docket No. 34000; Canadian National Railway Company, Grand Trunk Corporation, and WC Merger Sub, Inc. — Control — Wisconsin Central Transportation Corporation, Wisconsin Central Ltd., Fox Valley & Western Ltd., Sault Ste Marie Bridge Company, and Wisconsin Chicago Link Ltd.; Monitoring Report Submitted in September, 2003.

Dear Mr. Clemens:

Pursuant to your letter of October 3, 2002, Canadian National Railway Company ("CN") submits a Monitoring Report for September, 2003, in order to discuss progress on IT integration and issues of interest in Chicago.

Per your office's request, we are submitting the report electronically. In the attached Information Technology Systems Integration and Customer Service Report, we discuss the completed and successful implementation of SRS on Wisconsin Central ("WC").

Rail traffic in the Chicago Terminal is currently fluid, and CN's operations in Chicago continue to improve. Our Transportation Department is focused on Chicago and will continue to look for and exploit opportunities to enhance operations in and through Chicago.

Consistent with the Board's decision approving this merger, as well as our subsequent correspondence, CN stopped providing regular monthly reports to the Board on the merger's progress in November, 2002. Since that time we have provided periodic updates on IT integration. With the implementation of SRS on the WC, IT integration is completed. Consequently, we do not anticipate submitting further reports, but we will notify the Board if any significant merger-related matters occur. My staff here at CN has appreciated the help of the Board through the oversight process. We especially have enjoyed working with Dan Price in the nearly two years since the merger became effective. We look forward to working with the Board in the future.

Mr. Melvin F. Clemens, Jr.
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Feel free to call me at (514) 399-7091 should you have questions.

Yours very truly,

A handwritten signature in black ink that reads "Sean Finn / jing". The signature is written in a cursive, flowing style.

Sean Finn
Senior Vice-President Public Affairs,
CLO and Corporate Secretary

Encl.

**INFORMATION TECHNOLOGY INTEGRATION AND CUSTOMER
SERVICE REPORT UPDATE FOR SEPTEMBER, 2003**

On September 1, 2003, CN implemented on WC the SRS (Service Reliability Strategy) system that is used throughout CN. In preparation, CN conducted substantial program development and significant testing to ensure a smooth implementation. CN also sent an industry interchange notification and a station adoption notification to all railroads so that they were aware of the pending cutover date. The implementation proceeded smoothly and there were no service disruptions.

With the SRS implementation, CN and WC are now a single line for billing purposes.

CN is pleased with the implementation. Our Customer Service Center has received only a moderate number of inquiries and is working to address any questions or concerns. CN will continue to work with our customers on the WC territory to ensure a high level of comfort with SRS. The implementation of SRS on WC completes the IT integration of WC into CN.