DISPATCH & CUSTOMER SERVICE SEE BIG CHANGES

WSOR Customer Service has transitioned to Watco’s Customer Service Center in Pittsburg, Kan. This transition allows us to provide Customer service 24 hours a day, 7 days a week. Felicia Fearmonti will assume the role of WSOR Customer Service representative for Industrial Customers, her office hours will be 7:30am-4:30pm. Randal Lewis will remain the Customer Service representative for Agricultural Customers.

Felicia has been the Customer Service representative for several of Watco’s largest and most diverse railroads since 2011 and will be working closely with our Operations and Marketing Teams going forward as we work to improve our service.

On Saturday, March 22nd the WSOR dispatch center relocated to Horicon, Wis. Previously located in Milwaukee, Wis; the dispatch center works around the clock to ensure the safety and movement of our crews and trains. The dispatch center also handles all the emergency calls that come in involving third party incidents on our tracks and right of way. The team worked together and moved the center with no down time. A shift dispatcher was able to conduct business as normal via telephone while the radio equipment was being moved. Radios were down for eight hours and restored without any issues.

After almost 25 years of service, Dick O’Connor, WSOR’s Chief Dispatcher, retired on January 31st. Mike Minnich, a dispatcher for the WSOR since 2006, was named the new Assistant Chief Dispatcher.

SAFETY MILESTONE REACHED

Janesville Car Shop celebrated four years injury free on June 18, 2014. The team celebrated with lunch and ice cream.

Left to right: Zach Dietz, Jeremy Byford, Nick Hanson, Doug Whalen, Justin Gaulrapp, Derek Nyman, Willie Rumppe, Richard Knilans, Gary Vogels, Chris Reid. Photo by Kathy Woods.

In this issue:
- Changes in WSOR Dispatch & Customer Service
- Safety milestone reached in Janesville
- WSOR MOW continuously working to improve infrastructure
- Wi-Tronix installed in all WSOR Locomotives
- Safety Spotlight
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NEW IMPROVEMENTS TO INFRASTRUCTURE

The WSOR Maintenance of Way (MOW) Team has been working hard to update and maintain the infrastructure of the WSOR. This team works year round to improve and maintain the track, bridges, and crossings that are vital to our service commitments. MOW has started doing annual inspections with Rail Ultrasonic Testing and Geometry cars, the use of which allows the team to identify problems and fix them before they become more severe issues. MOW also works directly with the Wisconsin Department of Transportation (WISDOT) to update and revitalize existing track, bridges, and crossings. There are currently 16 projects that are ongoing as a result of this partnership, some of which have just begun while others are in the final stages.

A new project has begun in the Southern Region on the Fox Lake Subdivision. This project is a full rehab project and the first phase of this project consists of 8.1 miles of brand new CWR (continuous welded rail) along with crossing and turnout changes. The WSOR is activating the Oregon spur in the Central Region, a line that hasn’t seen a train since 1995. The brush clearing has started for this project, which also includes installing 11,500 railroad ties and 2 turnouts, along with crossing and bridge work. The Northern Region has seen many changes, one of which is the line between Saukville to Elkhart Lake. This project has been underway for a couple of years and is now nearing completion. The final surfacing will be taking place this summer and once completed the track speeds on the line will increase from 10 mph to 25 mph.

The MOW and Engineering teams have also been working on implementing the Bridge Management Program. This program will allow the WSOR to catalog all of the 352 system bridges and culverts, making up an astonishing 6.8 miles, and allowing the team to inspect and rate them for long term maintenance. Along with this program the WSOR MOW and Engineering Teams have been working on several system wide bridge projects ranging from remedial repair to complete replacement.

WSOR NOW HAS WI-TRONIX

In December of 2013 the WSOR installed Wi-Tronix in our locomotive fleet, 42 in all. The Wi-Tronix system offers a variety of products and the WSOR is able to monitor things like fuel, train speed, and the exact location of the train. With the use of Wi-Tronix and in conjunction with Smart Starts and adding anti-freeze to our locomotives, the WSOR has seen a significant savings in fuel costs, currently exceeding the projected savings. The system has an Alert module that can notify internal Customers of where the train is and its speed. Wi-Tronix will allow the WSOR to continually improve safety, efficiencies, and Customer communications, which are improvements we continually strive for.
SAFETY SPOTLIGHT:

Frank Mayfield has been hired as the new Regional Safety Manager to provide ongoing training and certification for the WSOR. Classroom and field training is provided to all crafts to educate and refresh their knowledge of the rules, safe work practices, regulations, policies, and procedures, to ensure a safe work environment and a Customer First focus. Training is supplemented with audits, field testing, and observations. Areas of risk are proactively identified through observations and testing, along with historical data, then processes are put in place to eliminate or mitigate risks to reduce incidents.

The WSOR has put a lot of focus on safety and as a result there has been a sharp decline in the number of accidents and injuries, all while man-hours have increased. The graphs below show all major and minor accidents/injuries and the total number of man hours worked from 2009 to 2013.

CUSTOMER SPOTLIGHT:

CENTRO INCORPORATED

CENTRO’s Growth Requires Wisconsin Expansion

Centro, Inc., a custom rotational molder headquartered in North Liberty, Iowa is expanding their presence in Wisconsin by opening a manufacturing facility in Beaver Dam, Wisconsin. Centro currently has seven molding operations, one of which is located in Horicon, Wisconsin, only eleven miles from Beaver Dam.

Centro has manufactured in Wisconsin since 1985 and their customer base in that area has grown significantly over those 28 years. The Horicon facility has reached its capacity and Centro is unable to expand their existing facility. “Our customers want us to stay in that area”, said Lisa McCool, Director of Sales, Centro, Inc. “We will be adding over 90,000 square feet, up to five rotational molding machines and a minimum of 70 new jobs to support their business.”

Centro, Inc. designs and manufacturers rotationally molded product for O.E.M’s in many industries such as Lawn & Garden, Agriculture and Construction. The additional manufacturing space is needed to support new business in these industries and to support business requiring Centro’s Patented, low emissions molding solution RotoLoPerm®, which is the industry leader for meeting the EPA’s regulations.

“Our growth over the last few years has been incredible so all of our current locations have reached capacity,” said Brian Olesen, Centro’s President and CEO. “Centro is excited to add an additional facility in the state of Wisconsin which will give us more than 170 employees and 130,000 total sq./ft. of manufacturing in the state. 2014 will be an even bigger year as we have more announcements to come!”

Centro, Inc. is a privately held business and is the largest custom rotational molder in North America, as ranked by Plastics News. Centro employs over 850 associates and manufactures in the states of Iowa, Illinois, North Dakota, North Carolina and Wisconsin. For more information please see their website www.centroinc.com or contact Lisa McCool lmccool@centroinc.com or Brian Olesen bolesen@centroinc.com.

WSOR started delivering railroad cars to the Centro facility in Beaver Dam this spring.
# CONTACT US

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathleen Sackett</td>
<td>Director, Sales &amp; Marketing</td>
<td>Petroleum, Coke, Chemicals, Stone, Clay, Aggregates—including Frac Sand, Industrial Development, Other</td>
</tr>
<tr>
<td>Ken Clemmons</td>
<td>Sales &amp; Marketing Manager</td>
<td>Lumber &amp; Forest Products, Metals &amp; Products, Motor Vehicles &amp; Equip., Polymers, Scrap Metals, Industrial Development</td>
</tr>
<tr>
<td>Brad Peot</td>
<td>Marketing Manager</td>
<td>Paper Products, Scrap Paper, Canned &amp; Frozen Food, Tin Steel, Motor Vehicles &amp; Equip., Industrial Development</td>
</tr>
<tr>
<td>Becky Beaudry</td>
<td>Marketing Coordinator</td>
<td>Rate Authority &amp; Contract Management, Special Projects, and Field Support. General information on: Track, Government Relations, Car/Fleet, Shop Services &amp; Car Repair</td>
</tr>
<tr>
<td>Doug Story</td>
<td>V.P. Agricultural Marketing</td>
<td>Grain and Grain Bi-Products</td>
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Contributions by: Becky Beaudry, Mike Minnich, Derek Nyman, Roger Schaalma, Jeff Liggett, Frank Mayfield, Centro Inc.

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**BOXCARS AVAILABLE**

Currently the WSOR has a surplus of boxcars available to meet the demands of any new or additional business needs you may have. Please contact your market manager for more details.

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**We want to hear from you!**

Please let us know what you want to see every quarter. Email any suggestions and ideas you have to Becky Beaudry at bbeaudry@watcocompanies.com.

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SERVING THE FOLLOWING COUNTIES

Columbia, Crawford, Dane, Dodge, Fond du Lac, Grant, Green, Green Lake, Iowa, Jefferson, Milwaukee, Ozuakee, Rock, Sauk, Sheboygan, Walworth, Washington, Waukesha, Winnebago