

G. W. “Chuck” Kelley – Railroad Industries Incorporated

Experience

Railroad Industries Incorporated 2006-Present
Specialized Associate

Mr. Kelley utilizes his years of experience with Class I railroads for operations analysis, administrative assessments for revenue recapturing and cost savings, and field research for this full service transportation consulting firm specializing in rail transportation. Projects of note have included customer interviews for broad market study on gen-set locomotives, traffic analysis and surveys for petrochemical shippers in Texas, and industry knowledge and intelligence for Gulf region rail capacity and traffic analysis for the 3 major Class I railroads in the area. He is also RII's lead consultant for railroad car hire and movement documentation set up, training, auditing and reconciliations.

TFM Railroad, Consultant 1998-2006
Monterrey, Mexico

Mr. Kelley provided independent consulting services to TFM Railroad for six years. Throughout his service to TFM his main responsibilities revolved around the consolidation of Customer Service, Fleet Management, the Operation Support Center and the Intermodal Department. As a result of Mr. Kelley's careful planning and successful consolidation, TFM experienced improved data integrity, increased asset utilization, expanded assessment and collection of freight and switch charges, and standardized and more efficient processes. The unification of the company also led to better reporting for enhanced decision making as well as enhanced service and information for customers.

Union Pacific Railroad, Regional Field Manager 1993-1998
Houston, Texas

Mr. Kelley held the position of Regional Field Manager for Union Pacific. In his five years of service he identified sources of lost revenue and through his management, recovered \$30,000. He also determined the source of incorrect car/track inventory and implemented systems to improve communication between trainmen, dispatchers and the operation support center, greatly improving efficiency of the line. Mr. Kelley also decreased the amount of lost cars and achieved a higher level of customer satisfaction.

Union Pacific Railroad, Manager of Field Data Reporting 1992-1993
Houston, Texas

Mr. Kelley's main responsibilities as Manager of Field Data Reporting included the analysis of data reports. He was able to identify errors and reporting problems and create an improved data reporting system to enhance integrity.

Union Pacific Railroad, Regional Field Manager 1991-1992
Houston to El Paso, Texas

As Regional Field Manager, Mr. Kelley specialized in customer service as well as revenue recovery and collections. He met personally with customers to ensure good communication as well as satisfaction and decreased the instance of non-payment.

Union Pacific Railroad, Asst. Manager Regional Agency Service Center 1989-1991
Houston, Texas

Mr. Kelley supervised 135 employees in the revenue billing, switching and demurrage departments.

Union Pacific Railroad, Trainmaster / Agent 1982-1989
La Porte, Texas

Mr. Kelley supervised 18 clerical employees as well as 160 trainmen and 15 mechanical employees.

Union Pacific Railroad, Station Supervisor, Houston Division 1981-1982
Houston Texas

Mr. Kelley supervised 182 clerical field employees in the station data reporting procedures and revenue protection.

Other Experience

Worked various clerical yard and agency positions for the first eighteen years, in which two of the years were spent in the U.S. Army in the rail battalion as a Locomotive engineer.

Education

Vol Agricultural, Lee Jr. College 1960-1962

Training

Quality Training Program

Direct Entry System (i.e. hand held grid pad for PC's for conductors and Intermodal employees)

Personal Computer System (i.e. Word perfect, Microsoft works, Lotus and Excel)

Union Pacific Computer System (TCS)

Bio

Mr. Kelley brings 44 years of rail transportation experience, including over 20 years with Union Pacific Railroad. He was also involved during the entire 8 year reorganization of the TFM Railroad after the privatization of this Mexican railway, including fleet management and customer service documentation, set up and training. Mr. Kelley's detailed expertise in rail management and administration allows him to identify losses and opportunities in rail paperwork and save clients money and revenue opportunities for both railroads and shippers alike. In addition, his understanding of both parties affords him special skills in stakeholder interviews for qualitative and quantitative data gathering.