

CUSTOMER SERVICE GUIDE

January 2011

OUR PROMISE

If you expand or relocate your business along our rail line and use rail service, the Chelatchie Prairie Railroad economic development team will help you through the local rail service and development process. We recognize permits and processes in every community are different. We will help you with practical, candid advice so you can make decisions and be up and running as quickly as possible.

OUR TEAM

Mark McCauley, Interim Railroad Coordinator, Team Lead 360.397.2323

Eric Temple, Temple Industries

Mark McCauley, General Services Director

Kelly Sills, Economic Development Manager

Marty Snell, Clark County Community Development Director

Jim Muir, Clark County Chief Building Official

Bonnie Moore, Director of Business Services CREDC

Associated staff in cities

BUSINESS OPPORTUNITY QUESTIONNAIRE

PHASE 1

We will talk about your project and what you need to be successful.

Land use

- a) Is this a business expansion or relocation?
- b) What is your timeline, when do you want to be operational?
- c) Do you need to acquire land?
- d) Do you have a preferred location?
- e) How many jobs will be created or retained?
- f) Will you need to construct new buildings or parking on your site? Will you need to rehabilitate an existing building?
- g) How much truck traffic will you generate per day?
- h) What kind of access to highways and arterial roads do you need?

Rail shipping

- a) Will you ship, receive or both?
- b) What are the commodities, and the projected volume?
- c) Is the volume steady or seasonal?
- d) What type of rail cars do you use?
- e) Are the rail cars privately owned or leased?
- f) How often do you need rail service (daily? weekly, etc.)
- g) Do you ship hazardous materials?

Track requirements

- a) What are your track requirements (lease, build new, rehabilitation of existing track)
- b) Is your preferred site currently served by rail, or will new rail be required?
- c) Do you need to switch cars on your site?
- d) How many car spots do you need?

INFRASTRUCTURE AND OPERATING PLAN PHASE 2

Customer checklist

- Identify land use, environmental and building needs for on site improvements.
- Determine amount of track needed to operate an efficient facility, now and in the long term.
- Talk to PVJRR to identify shipping needs and constraints.
- Engage professional engineering firm to design track\spur (if necessary).
- Communicate timeline expectations to economic development team.

Chelatchie Prairie checklist

- Coordinate meeting with local land use permitters' to identify needs, schedules and costs.
- Coordinate on-site meeting to identify track\spur design issues and funding structure.
- Prepare a service plan for shipping on and off the site.
- Update all costs and fees for business
- Coordinate meeting with neighborhood leaders, etc. (if desired).

CONSTRUCTION AND START UP PHASE 3

Customer checklist

- Sign all agreements.
- Apply for and receive land use, engineering and environmental permits.
- Hire a construction firm familiar with Chelatchie Prairie requirements.
- Reconfirm timeline expectations.

Chelatchie Prairie checklist

- Order and install improvements provided by the railroad.
- Conduct all final inspections of infrastructure provided by the business that become public property.
- Sign all agreements.