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# CSX Transportation Operational Update

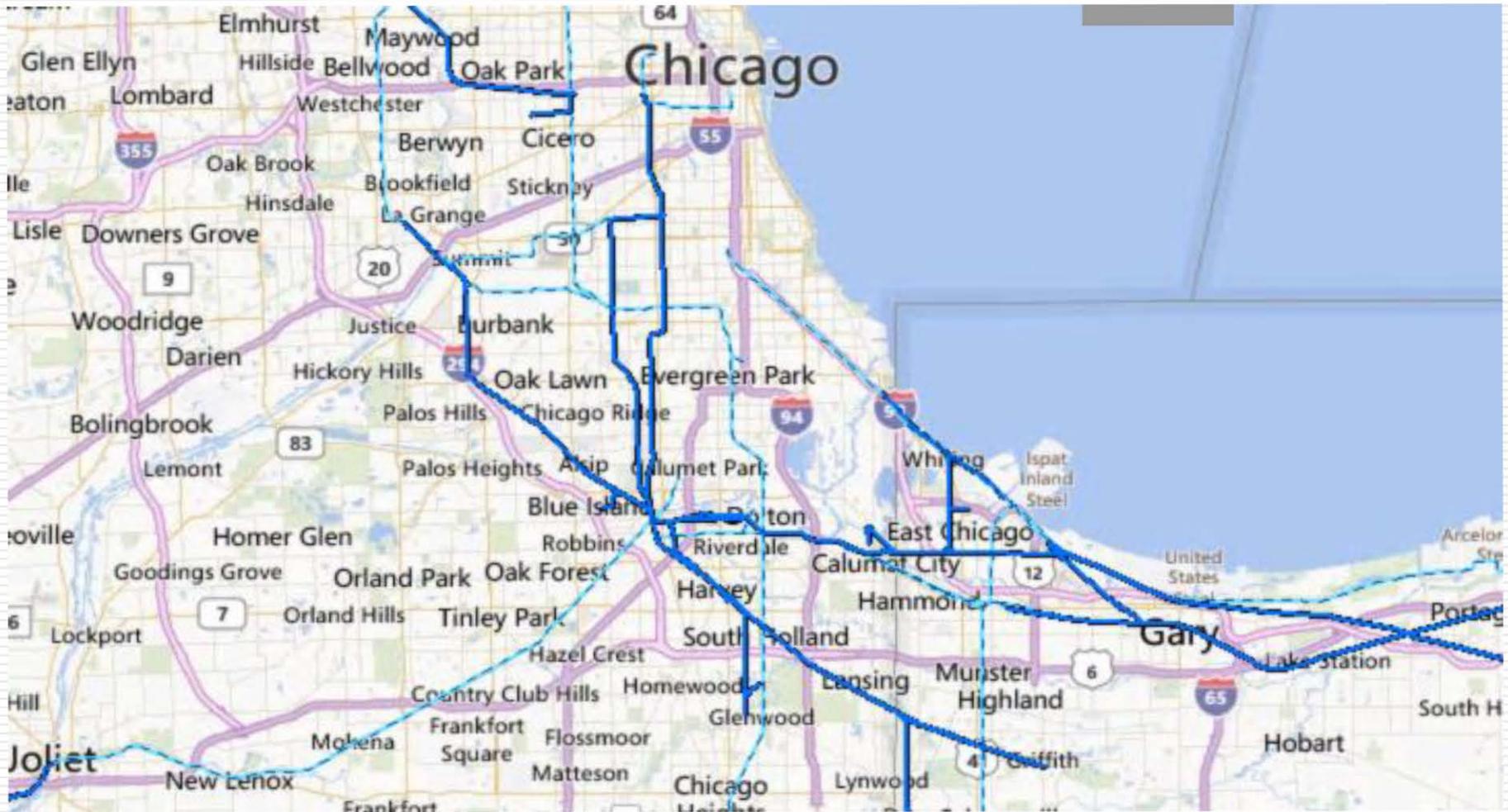
Cressie Brown, VP Service Design



# Winter impacts were severe across CSX's network



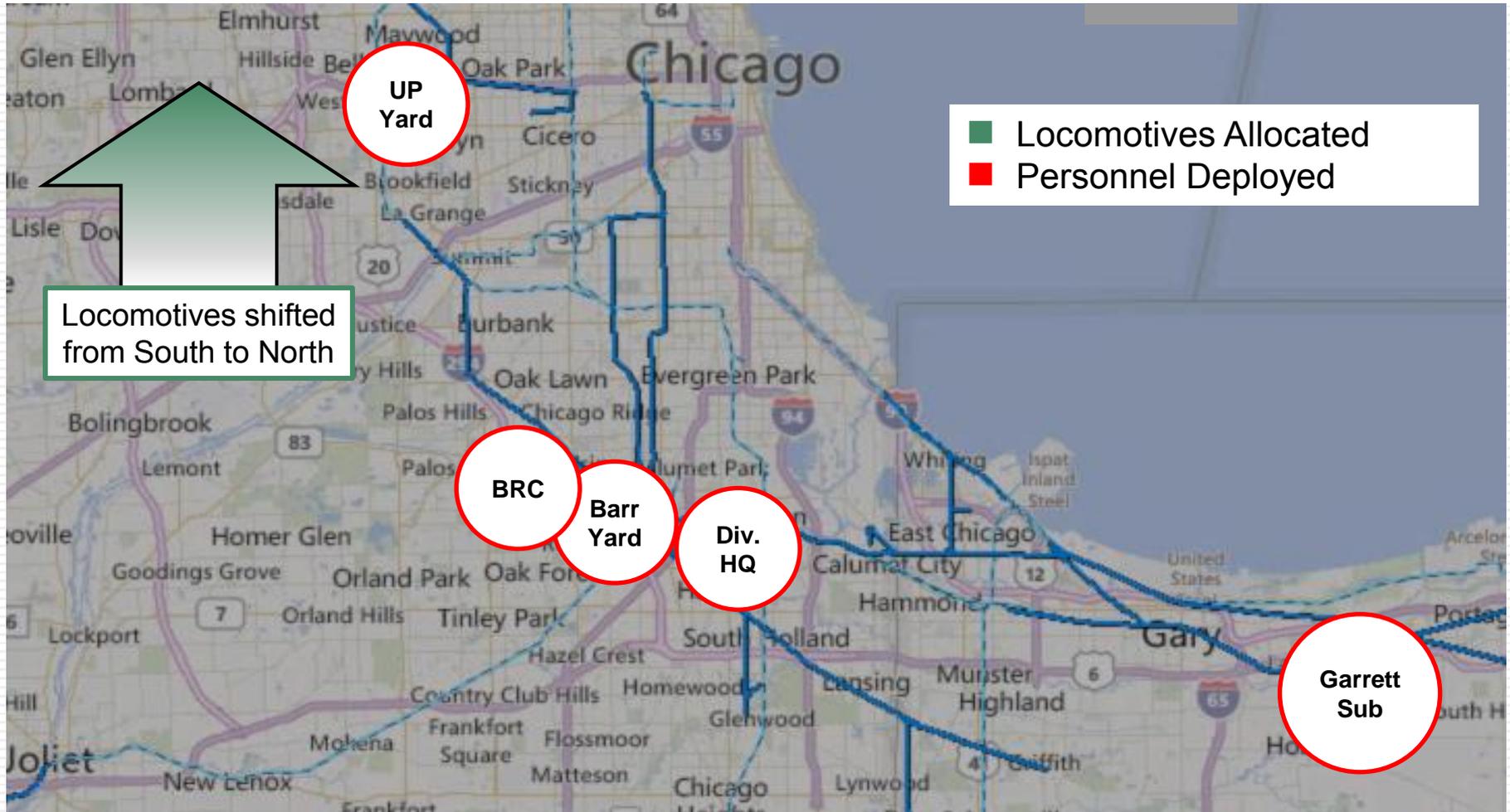
# *CSX took multiple actions to enhance operations*



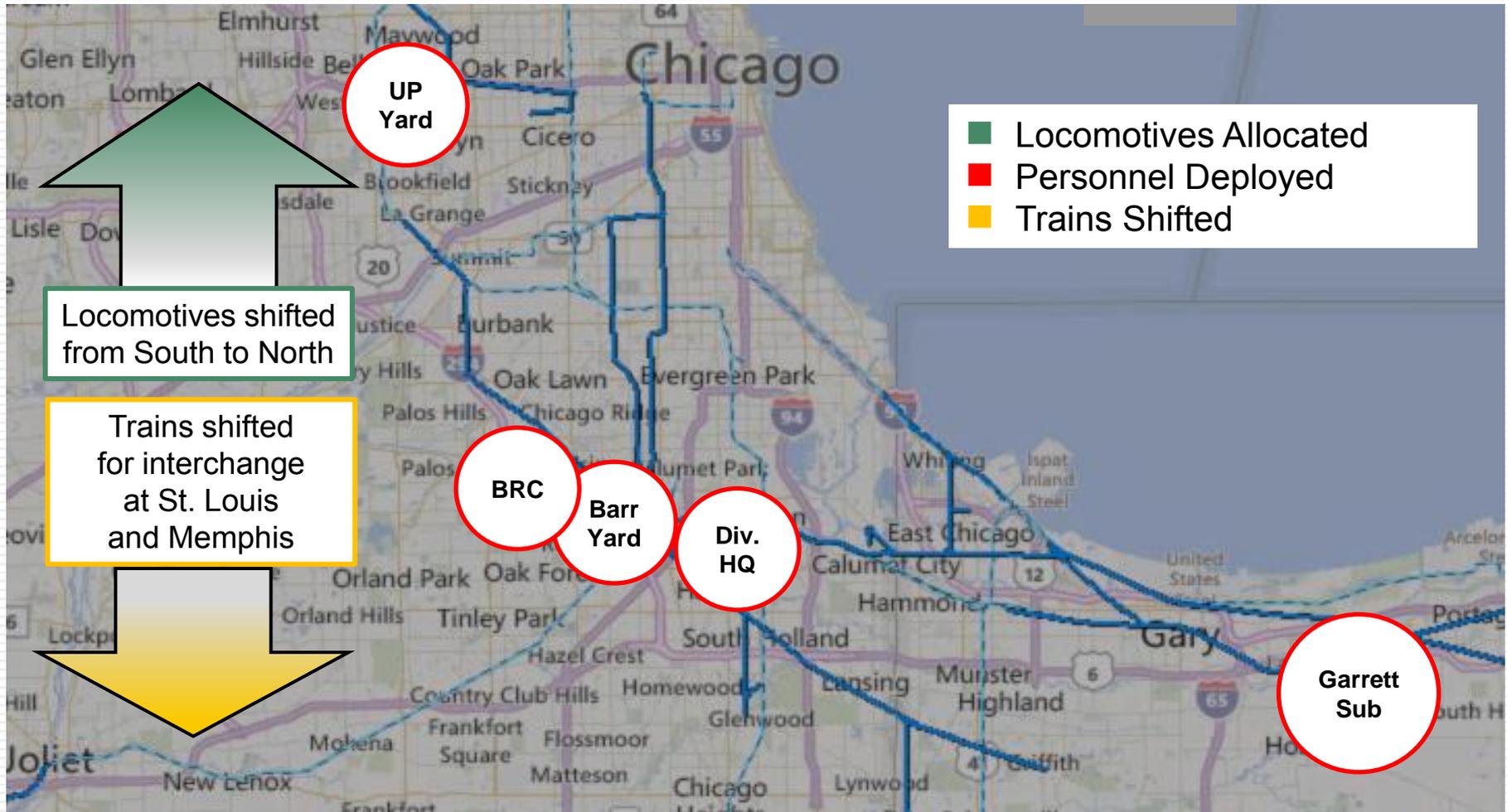
# *CSX took multiple actions to enhance operations*



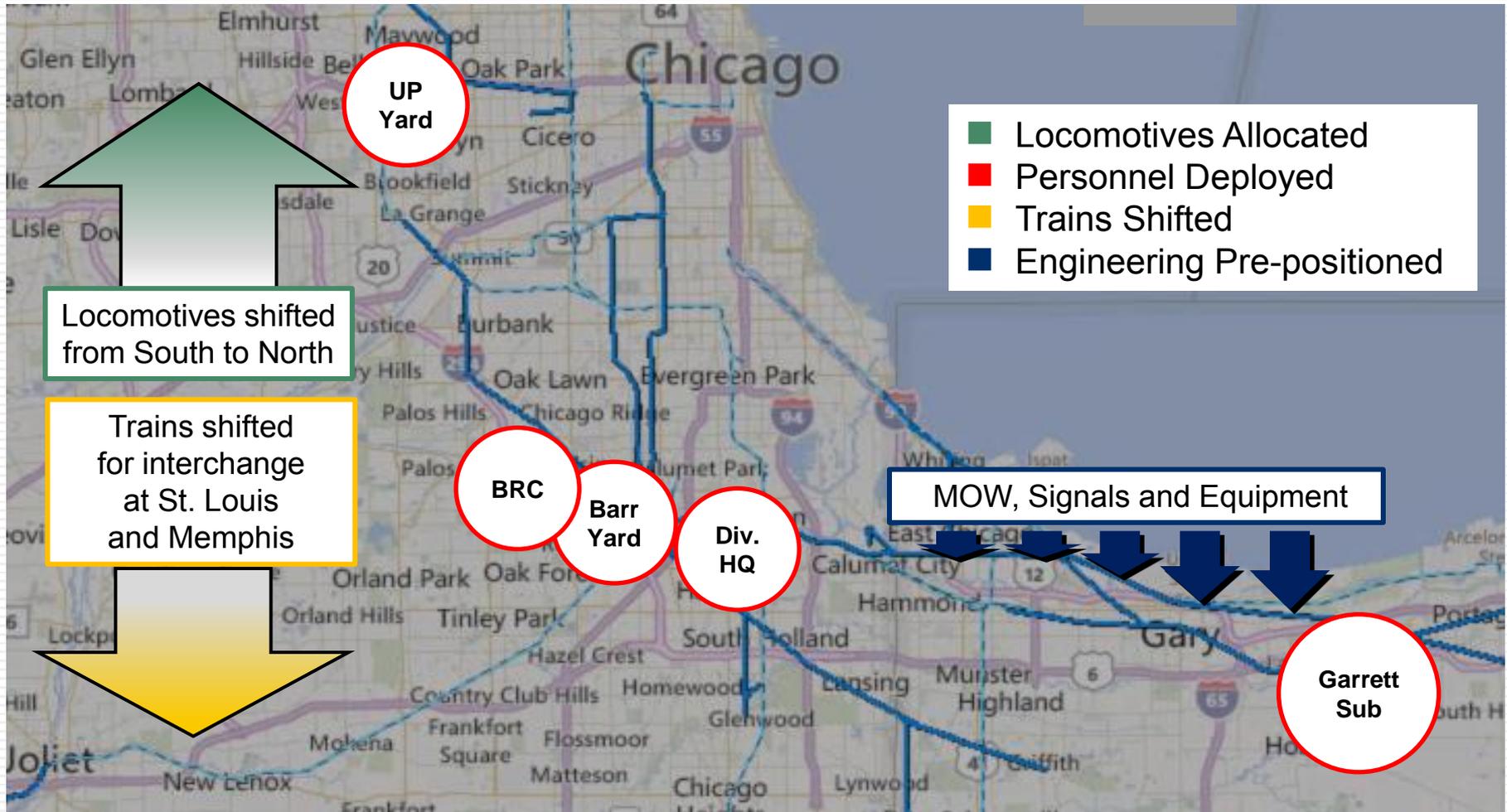
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# Proactive CSX customer communications

03-05-2014: Customer Service Advisory - CSX Continues to Battle Winter Weather, but Some Progress Made

Customer Service Advisory - CSX Continues to Battle Winter Weather, but Some Progress Made  
 CSX continues to work through extreme winter weather, and efforts toward recovery are showing progress. Last weekend, another storm hit the mid-section of the CSX network, further impacting areas that have been under siege all winter. Most significantly affected were Indianapolis, Cincinnati, Columbus, Baltimore and Philadelphia where, in some areas, ice and up to 10 inches of snow occurred. The latest round of snow and ice did stay south of the Chicago-Syracuse New York corridor with the exception of lake effect snow between Cleveland and Syracuse. Extreme cold returned to the network's northern tier.

Despite the new weather challenges, CSX has made significant progress in reducing the traffic congestion, especially through the Chicago gateway and with carriers CSX interchanges with in that city. CSX is experiencing congestion at processing yards in Chicago, Indianapolis and Albany as a result of traffic surges from western railroads and CSX origins. Full recovery at these locations will be difficult as congestion continues to stress resources over the entire network.

CSX has kept all special actions in place and employees are committed to full recovery of operations as soon as possible and a return to more normal service levels for customers.

In the meantime, and as the winter weather persists, customers should continue to expect delays. Customers with questions about specific shipments can contact CSX Customer Service via [www.shipcsx.com](http://www.shipcsx.com), or by calling 1-877-ShipCSX (1-877-744-7279) options 5, 6. Customers can contact their customer service representative or local point of contact. CSX thanks all of its customers for their patience and understanding, and extends its gratitude to all of the employees working the clock to restore normal service.



## Customer Advisory, March 12, 2014: Progress Continuing Despite Expectations for Another Winter Storm

CSX has made significant progress during the past two weeks in improving network fluidity, but the winter storm is beginning to impact the northern region today. This latest storm is already bringing the Chicago area with forecast accumulations of 6 to 20 inches between Chicago and Syracuse. CSX expects another warming trend behind the storm so any further impact to operations should last a short time.

### Progress

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CSX is currently working with remaining constraints and has been

As the weather improves, CSX and some of the other carriers are experiencing scattered issues with

Thank you for your patience and understanding.

*Close*



March 03, 2014

To learn more about CSX Intermodal or for more information, please visit us at: [www.intermodal.com](http://www.intermodal.com)

For further questions, please contact an Intermodal Customer Service Specialist.

### Service Impacts due to Severe Weather

CSX Transportation (CSXT) continues to work through operating challenges resulting from severe weather, including significant ice and snow storms, across northern portions of the network.

**Nashville**  
 Significant ice accumulation has restricted truck traffic from accessing the CSXT-served intermodal facility at Nashville, TN. Accordingly, the gate at the Nashville terminal is temporarily closed. The gate will be reopened when road conditions improve and truck traffic can access the facility.

Due to heavy ice and snow accumulation, operations at the CSXT-served intermodal facility in Louisville, KY, have been suspended. Terminal access is very limited and ramp operations will resume when conditions improve to allow for safe operation.

Service will be provided as warranted.

For more information, please contact your Intermodal Customer Service Specialist. Thank you for choosing CSX as your preferred intermodal provider.



## Customer Advisory, April 8, 2014: Service Continues to Gradually Improve

As the weather is slowly starting to feel like spring, CSX has made continuous progress toward improved service levels. The impact to CSX operations from the most recent storm was minimal as temperatures warmed and remained above freezing for most of last week. We are now working through residual effects of the weather, combined with a surge in traffic.

- As business picks up, I am pleased to report that network fluidity and equipment availability continue to improve, and CSX has filled more car orders in each of the last 3 weeks than in any week in the last 3 years.
- As the weather warms, CSX and some of the other carriers are experiencing scattered issues with minor flooding and washouts, which are expected after such a long, hard winter.

### System Overview

As the weather continues to improve, we expect the rate of operational improvement to accelerate. The condition of our roads and yards continues to improve as we see a reduction in car dwell. Delays for locomotive

# Individual Customer Communication Tools


ShipCSX  
1.877.SHIPCSX

Notice Number: ET282346001

**Cars with ETA Changes**

Rail Car: New ETA: Previous Reported ETA: Original ETA: ETA Type: Load/Empty Status: Current Location of Equipment: Pick Up Party: Shipper: Shipment Origin: Care of Party: Consignee: Shipment Destination: Waybill:	NAHX 896269 04/30/2013 10:15 04/29/2013 10:15 04/30/2013 10:15 PLANNED ARRIVAL AT SERVING YARD LOAD AVON, IN ..... ..... MANSFIELD, TX TRANSFLO TERMINAL SERV ..... ..... COLUMBUS, OH <a href="#">216644</a>
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**ETA Change History for: NAHX 896269**

Location	Change Date	Updated ETA	Updated ETA Type
SALEM, IL	04/28/2013 12:32	05/01/2013 10:15	PLANNED ARRIVAL AT SERVING YARD
SALEM, IL	04/28/2013 13:47	04/29/2013 10:15	PLANNED ARRIVAL AT SERVING YARD

OBR5 v2.9.0 Train: A76509 WO: 651498 Origin: 5 679 Employee: 333333 IP: 10.86.88.245 21:05

[CSX]
Start
Depart
Work
Train
AEI
Switch
Mail
New
Power: ■■■■■ Duty: ■■■■■ Log Off Help

**Departure**

**Estimated Arrival to Customer**

	Customer	Estimated Arrival
✓ Equipment		
✓ Origin Pickup		
✓ Customer ETA	ASG709 1701 .....	05/09/2013 21:00:00
✓ Depart	ARB730 1711 .....	05/09/2013 23:45:00
	ASG716 1631 .....	05/10/2013 01:00:00

How tomorrow moves


**Work Order Exception Notice**  
 WE1721001

WO# 185851 Issued: 2011-06-17 10:07

**NOTE: The following cars DO NOT require a new plant switch request to be submitted.**

Equipment	LE	STCC	PS Request	Instruction	Exception	Reason	Date / Time	Comment
WLPX 258016	E	2821142	PS556387	Pull From Industry	Instruction Not Performed	Loading or Unloading Not Complete	2011-06-17 20:59	Our train crew reports they were unable to pull this car due to the loading or unloading not being completed. The release date on the car will be adjusted and the requested pull of this car will be rescheduled to your next service date.

If you feel that this reporting was in error, please contact CSX Customer Service via the web by using our Shipment Problem Resolution tool located under the 'Resources' or 'Trace' tabs at [www.ShipCSX.com](http://www.ShipCSX.com) or via phone at 1-877-ShipCSX, prompts 5,6.

# *People make the difference*

