



NORFOLK SOUTHERN
One line, infinite possibilities.

Operations Update

Rush Bailey

Assistant Vice President Service Management

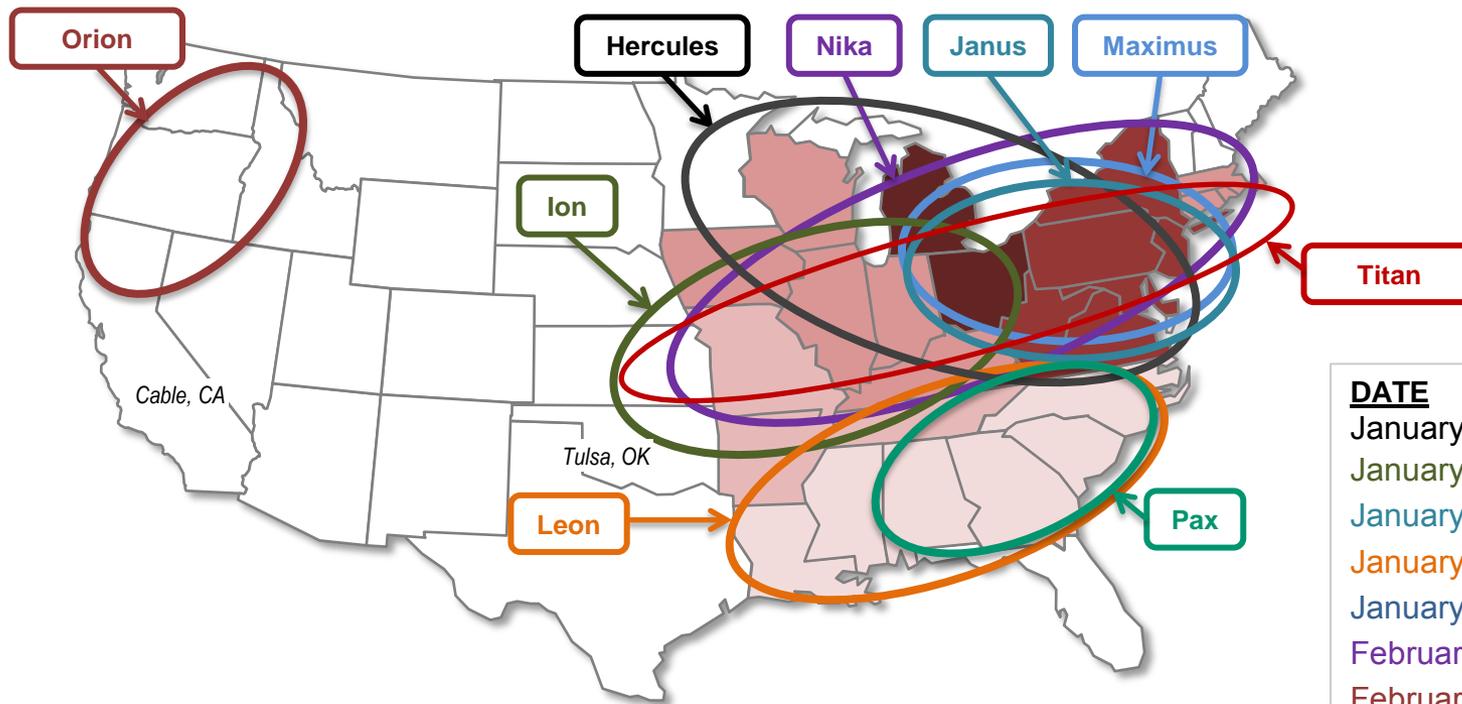
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2014 Winter Storm Impact Areas



<u>DATE</u>	<u>WINTER STORM</u>
January 13	Hercules
January 15	Ion
January 21	Janus
January 28	Leon
January 30	Maximus
February 4	Nika
February 4	Orion
February 10	Pax
March 3	Titan

Operational Impact of Extreme Cold

Crew Availability & Employee Exposure – Taxi and transportation due to road conditions, highway access, and local emergency declarations in some areas, reduced productivity due to impact on employees working outside for extended periods.

Locomotive & Equipment Failures – Increase locomotive bad orders, problems with switch heaters, signals and electronic equipment, fuel trucks, intermodal cranes, automotive buck ramps.

Train Operations - Train length restrictions due to air brake systems, access to crew change locations, limited siding capacity due to train tie downs, limited use of crossovers due to frozen switches, congestion at interchanges and terminals due to limited operations.

Yard Operations – Wind resistance against cars moving over the hump in classification yards; frozen switches; cold air impact on airlines to the hump and retarders.

Local Operations (pickup/delivery) – Snow and/or frozen switches require clearing and/or melting to service industries and in sub-zero temperatures can refreeze in a matter of minutes.

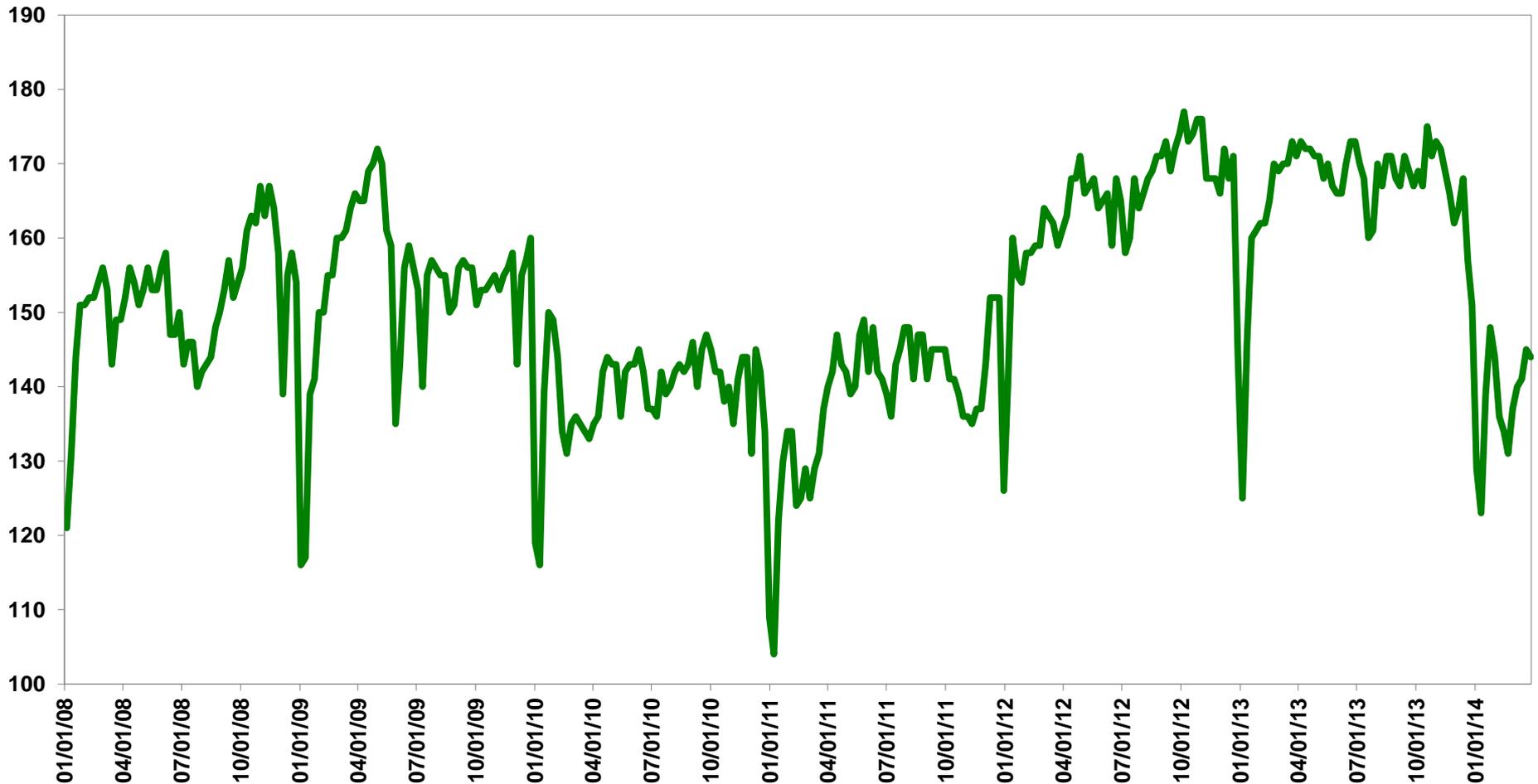
Track Conditions – Increased incidents of broken rail.

Signals – Power outages can impact signal operations and crossings.



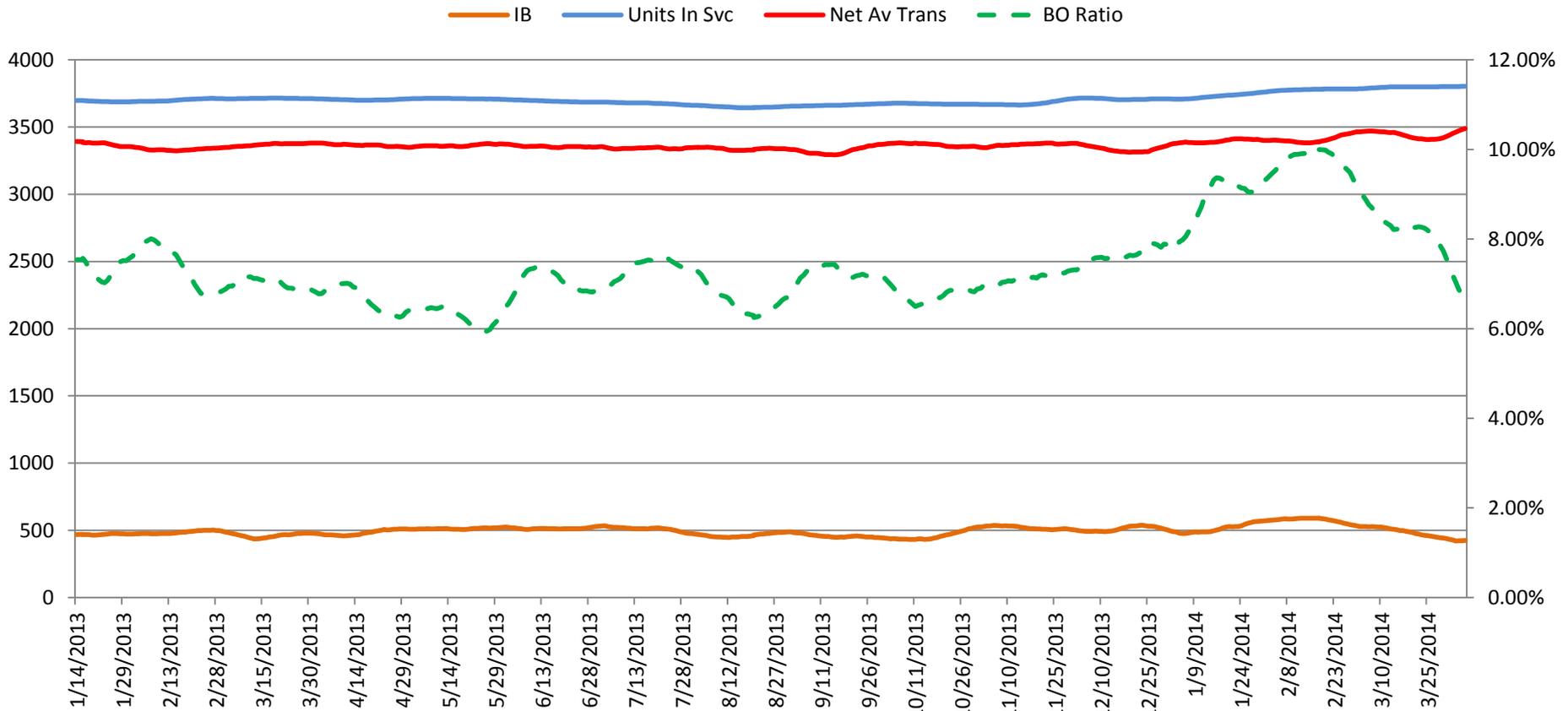
Line Haul Miles Per Day (Network Velocity)

Line Haul Miles Per Day (Network Velocity)
January 2008 - March 28, 2014



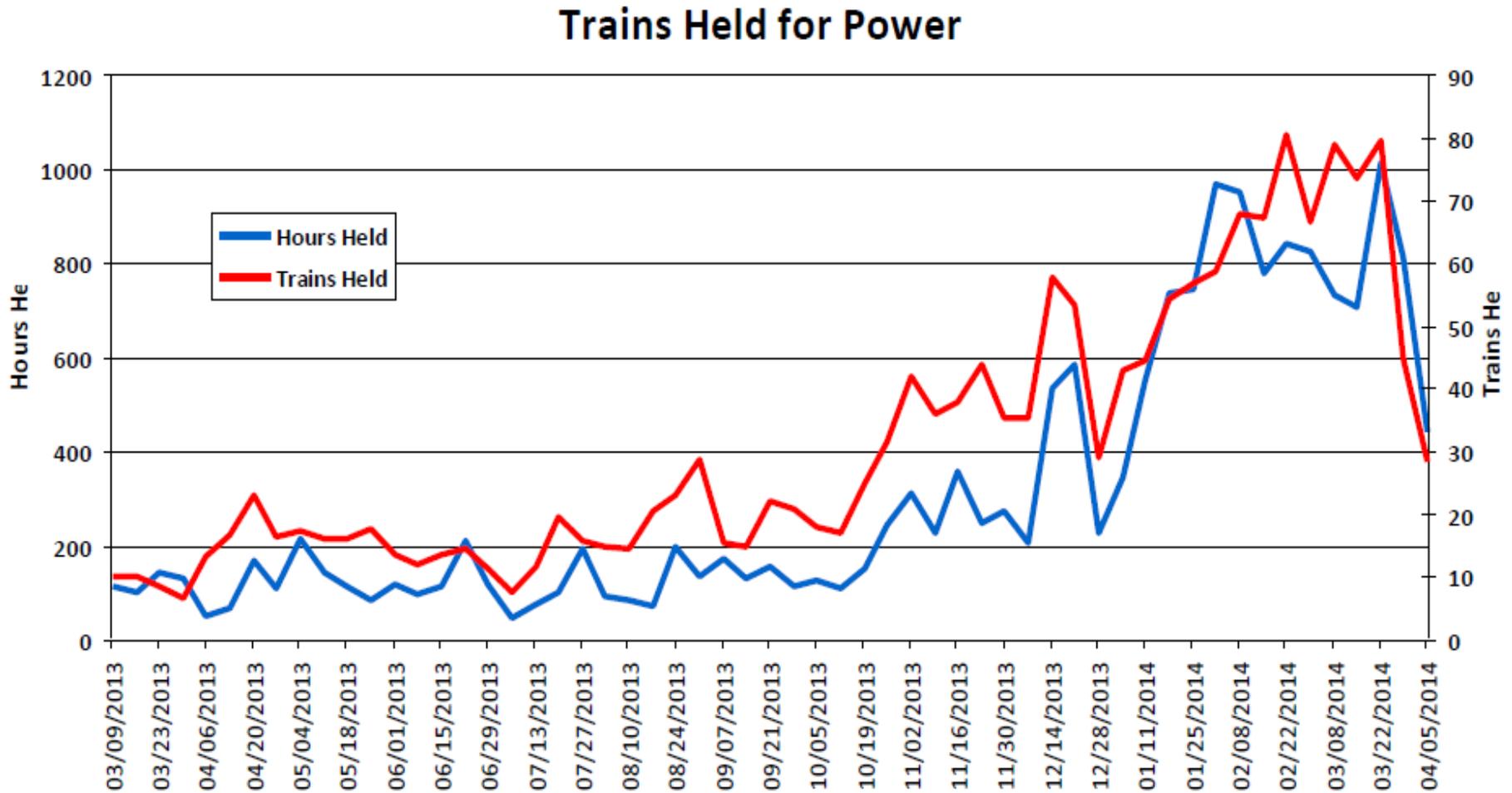
Locomotive Fleet Summary Data

Locomotive Fleet Statistics (14 Day Rolling)



Improving Trends

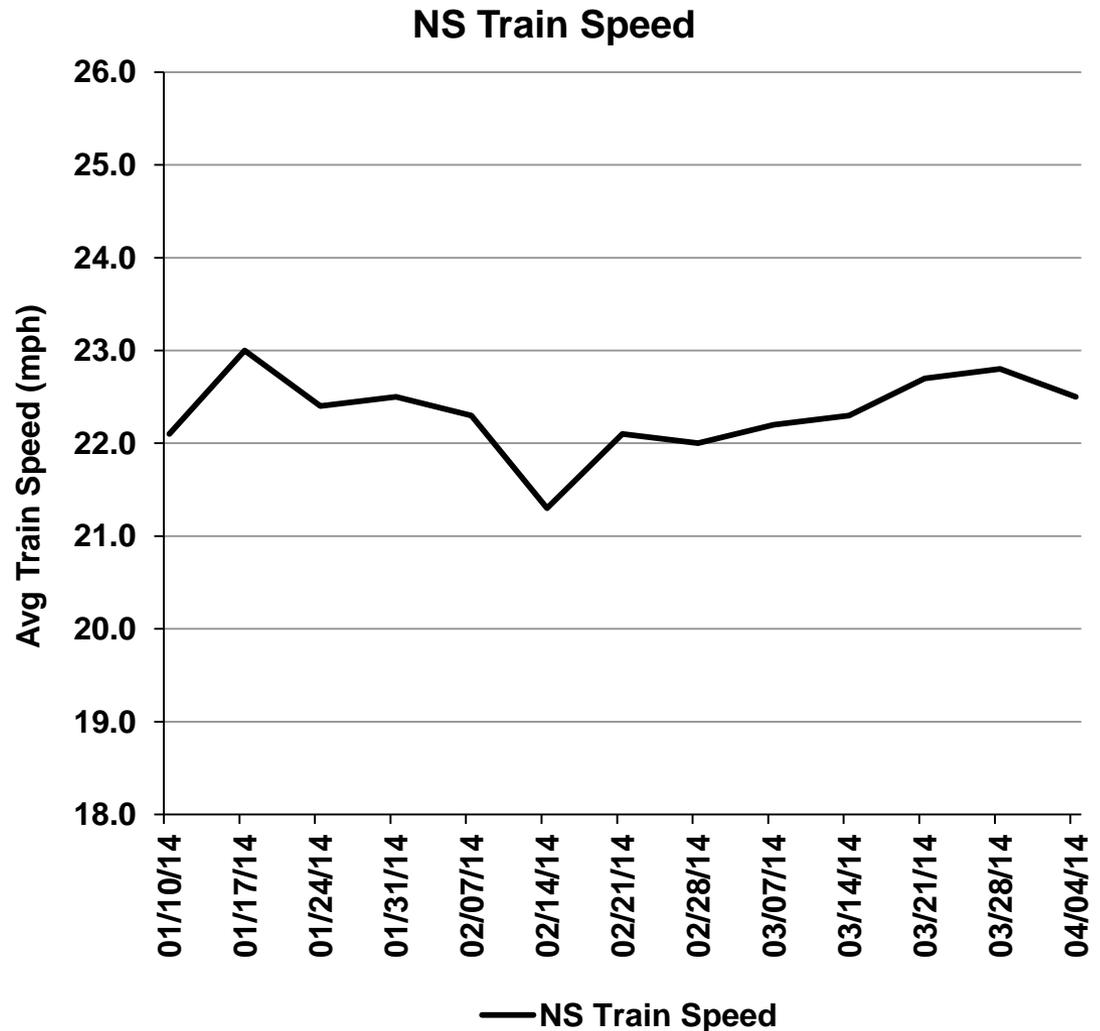
Trains and Hours Held for Power



Improving Trends

Train Speed (miles per hour)

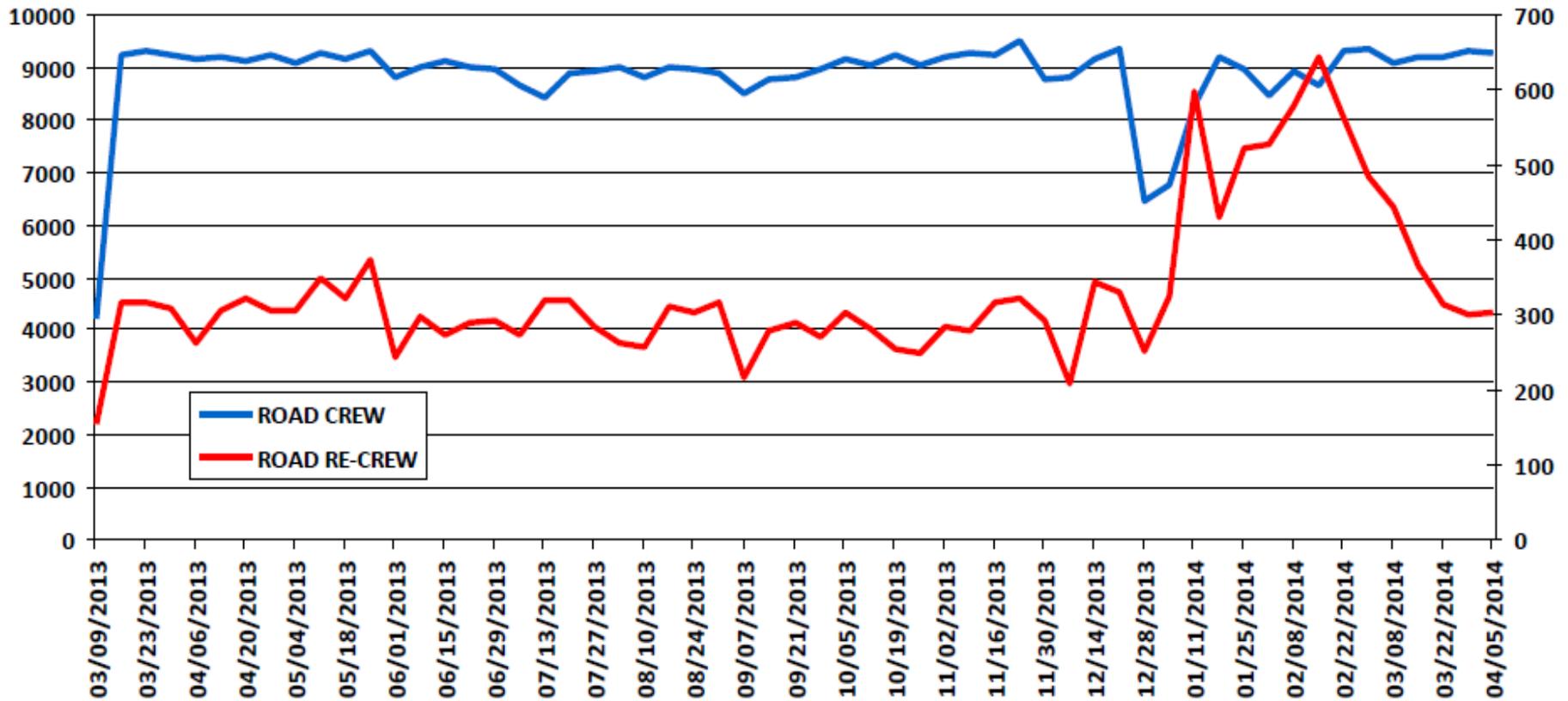
Quarter of Year	Average NS Train Speed
2009 – Year	23.14
2010 – Year	21.54
2011 – Year	21.23
2012 – 1 st Qtr	23.36
2012 – 2 nd Qtr	23.67
2012 – 3 rd Qtr	24.12
2012 – 4 th Qtr	24.59
2013 – 1 st Qtr	24.17
2013 – 2 nd Qtr	23.80
2013 – 3 rd Qtr	23.90
2013 – 4 th Qtr	23.80
2014 – 1 st Qtr	22.38



Improving Trends

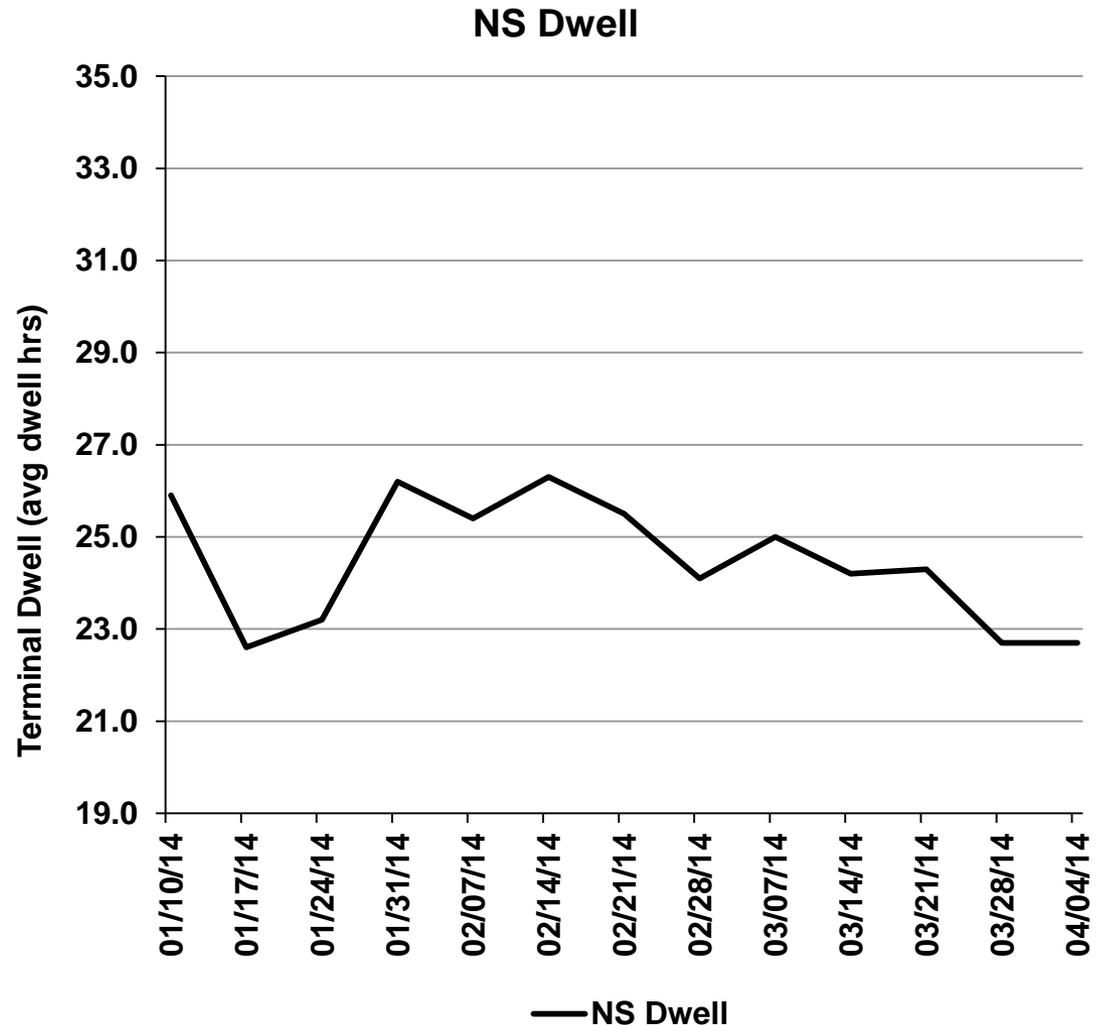
Road Crew Tie-Ups and Re-Crews

Network Road Crews and Re-Crews



Terminal Dwell (hours)

Quarter of Year	Average NS Dwell
2009 – Year	22.56
2010 – Year	24.46
2011 – Year	24.54
2012 – 1 st Qtr	21.77
2012 – 2 nd Qtr	21.64
2012 – 3 rd Qtr	21.34
2012 – 4 th Qtr	21.91
2013 – 1 st Qtr	22.00
2013 – 2 nd Qtr	21.20
2013 – 3 rd Qtr	21.20
2013 – 4 th Qtr	21.87
2014 – 1 st Qtr	25.05

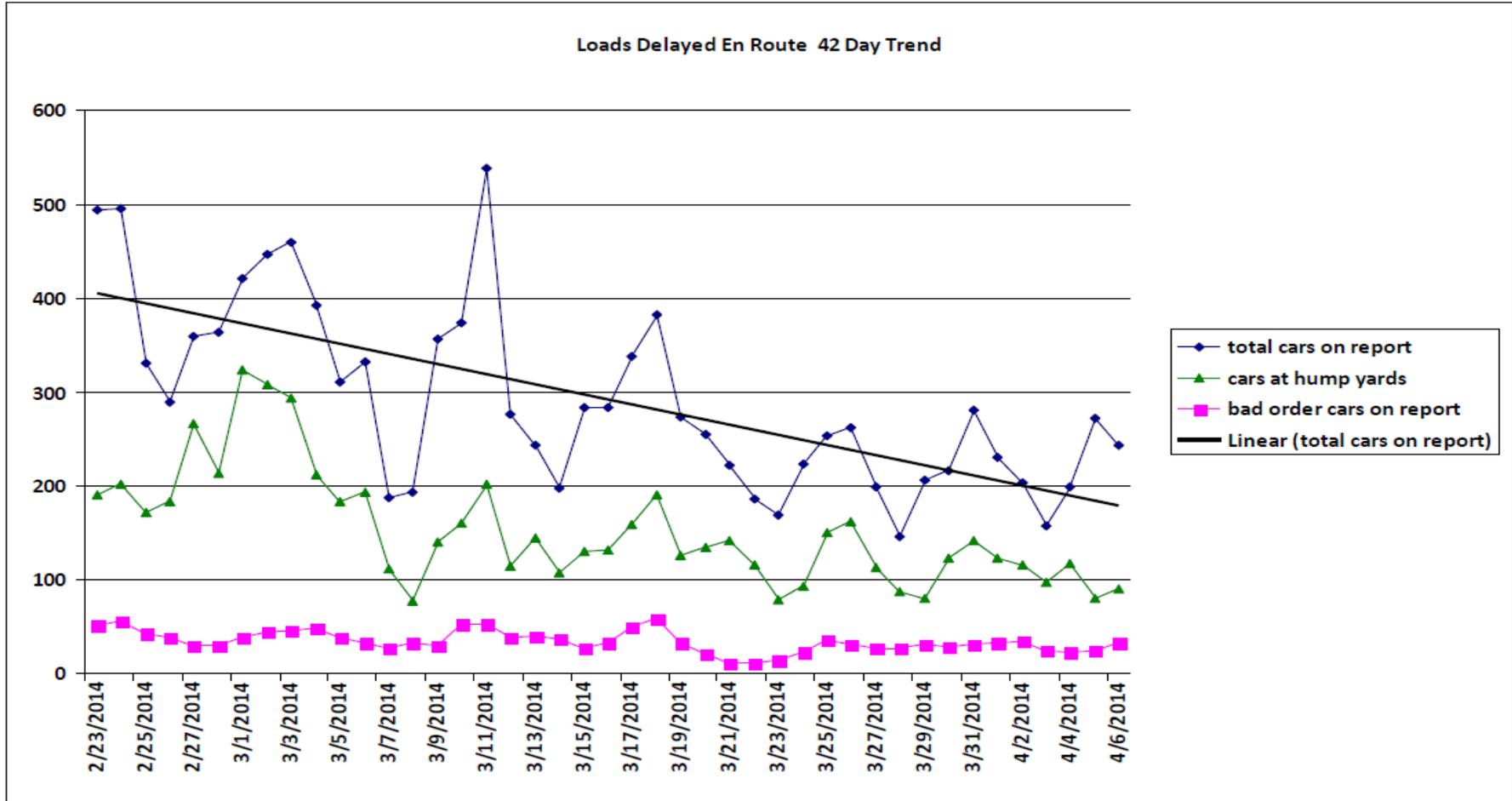


Improving Trends

Loads Delayed



Loads Delayed En Route



Improving Trends

14 Day Running Carloads

