Network continued to demonstrate positive inflection in performance

- Dwell and velocity at best levels over several years of performance
- Right Car Right Train down slightly from prior week high point
- Crew and power resource levels remain well matched to demand
- Hump yard performance steady
- Western terminals performing well, dwell levels improved
- Car order fulfillment settled higher
- Local pull and place performance stable
- Customer problem logs remained at lower levels
- Interchange volumes current and gateways fluid

**Highlights**

- Dwell reached lowest level at 9.8 hours, 13% improved from 2016 average dwell
- Velocity remained at high point of 17.7 mph, 19% improved from 2016 average velocity
- Train originations and arrivals at or better than 2016 average levels
Velocity fully recovered, now accelerating well above 2016

<table>
<thead>
<tr>
<th></th>
<th>Velocity (mph)</th>
<th>Fav (Unfav) % Change vs. 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 Full Year Average</td>
<td>14.9</td>
<td></td>
</tr>
<tr>
<td>PSR Implementation</td>
<td>13.8</td>
<td>(7%)</td>
</tr>
<tr>
<td>Height of Service Disruption</td>
<td>13.0</td>
<td>(13%)</td>
</tr>
<tr>
<td>STB Listening Session</td>
<td>15.4</td>
<td>3%</td>
</tr>
<tr>
<td>Current Week</td>
<td>17.7</td>
<td>19%</td>
</tr>
</tbody>
</table>

Note: Velocity displayed according to CSX methodology; explanation of CSX methodology can be found in appendix. Week 37 & 38 velocity excludes specific trains held through Hurricane Irma.
Dwell at or below 2016 full year levels for 13th consecutive week

### Dwell (hours)

#### Week 37 & 38 dwell excludes terminals that held cars through Hurricane Irma-impacted period.

<table>
<thead>
<tr>
<th>Event/Metric</th>
<th>Dwell (hours)</th>
<th>Fav (Unfav) % Change vs. 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016 Full Year Average</td>
<td>11.2</td>
<td></td>
</tr>
<tr>
<td>PSR Implementation</td>
<td>11.6</td>
<td>4%</td>
</tr>
<tr>
<td>Height of Service Disruption</td>
<td>13.1</td>
<td>(17%)</td>
</tr>
<tr>
<td>STB Listening Session</td>
<td>11.0</td>
<td>2%</td>
</tr>
<tr>
<td>Current Week</td>
<td>9.8</td>
<td>13%</td>
</tr>
</tbody>
</table>

Note: Dwell displayed according to CSX methodology; explanation of CSX methodology can be found in appendix.
Dwell notably improved, all other measures remained at higher levels

Network measures reaching new threshold of positive performance

On Time Originations (%)

On Time Arrivals (%)

Dwell (hours)

Velocity (mph)

Note: Dwell and velocity displayed according to CSX methodology; explanation of CSX methodology can be found in appendix. Q3 dwell and velocity exclude the Hurricane Irma-impacted period for terminals that held cars and specific trains held through storm, respectively.
Right Car Right Train down slightly from prior week high point

- Right Car Right Train is no longer a measure that CSX uses to manage its operation
  - In precision scheduled railroading (PSR), if a car can be advanced on another train to speed transit or ensure its on-time arrival, there is not one “right train”

- Car priority is to move cars quickly, on next available train
  - Asset utilization a key tenet of PSR

- Train priority is blocking integrity and departing all available, relevant cars from the yard
  - Blocking integrity certifies that a train is built correctly and shipments are headed to the correct location
  - Managed through field supervision

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1 ‘Right Car Right Train’ is defined as the percentage of cars that departed from a yard in accordance with their car scheduling trip plan
Resourcing appropriately to meet business needs

- Locomotive level coming down in concert with network velocity improvement

- Recent headcount reduction driven by train staffing efficiency and adjustments to extra boards

Power and crew availability steady in fourth quarter at approximately 99% and 95%, respectively

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1 Re-crew rate is re-crew people starts as a percent of total measured people starts, and represents incidences of replacing a crew on the same train ID (generally due to hours of service)
Hump yard performance steady

CSX Hump Terminal Overview

- Transitioned to flat-switching operations
- Hump terminals

- Total hump yard volumes remain in a consistent band week-over-week, well below capacity of yards
- Key hump productivity and efficiency measures performing well, four humps remaining

Absolute number of humps not “good” or “bad”; goal is best mix of hump and flat yards for processing efficiency

Dwell at Hump Terminals

1 Dwell displayed according to CSX methodology; explanation of CSX methodology can be found in appendix. Q3 dwell excludes the Hurricane Irma-impacted period for terminals that held cars through the storm.
Key terminal productivity and performance measures recovered in former “trouble” spots

Train plan changes at Evansville have resulted in very few cars processed, no longer a key terminal

---

1 Dwell displayed according to CSX methodology; explanation of CSX methodology can be found in appendix. Q3 dwell excludes the Hurricane Irma-impacted period for terminals that held cars through the storm.
Car order fulfillment settled higher

Weekly Car Orders, Customer Empty Idles, and Fill Rate

- Car ordering and fulfillment process updated as of Week 45
  - Car orders now remain open for 2 weeks for fulfillment; order fill will settle over a 2-week period
  - Accordingly, the current week fill rate will be adjusted in the following week for orders filled

- Week 49 added over 270 orders filled to week 48, adjusted fill increased to over 95%

- Empty car dwell remains elevated at customer locations, impacts order fill
  - Empty idle cars at a given customer held >24 hours considered available to fill that customer’s orders

1 2017 fill rate has been normalized through Week 44 against historical/expected order levels (Q1 2017), as order levels disconnected with demand beginning in Q2 2017; 2016 orders and fulfillment and 2017 Week 45 and beyond do not warrant normalizing
Last mile performance stable

- Local Service Measurement (LSM) is no longer a metric that CSX uses to manage its operation
  - In precision scheduled railroading (PSR), focus on end-to-end transit and customer expectations

- Accordingly, LSM as a reported metric was discontinued upon start of PSR implementation
  - At request of STB, last mile tracking reinstated to monitor through implementation period

- Reliable pull and place expected as part of service to customers

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1 ‘Local Service Measurement’ is defined as the percentage of cars that were pulled or placed at a customer location based upon daily customer request, the local service plan and available inventory at the local serving yard
Customer problem logs remained at lower levels

- Customer logs largely back in normal range after network challenges as fluidity has returned

- Lower level of logs, improved communication allowing faster, more comprehensive resolution
  - Accountability for resolution of customer issues resides with field responsibility
  - Escalating and resolving critical issues with senior leadership

<table>
<thead>
<tr>
<th>Customer Inquiries</th>
<th>Daily Average Log Volume</th>
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<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Weeks</th>
<th>Delayed Cars</th>
<th>Bad Order</th>
<th>Switching Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>201</td>
<td>269</td>
<td>265</td>
</tr>
<tr>
<td>Q2</td>
<td>269</td>
<td>278</td>
<td>247</td>
</tr>
<tr>
<td>Q3</td>
<td>278</td>
<td>247</td>
<td>253</td>
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<td>40</td>
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<td>46</td>
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<td>48</td>
<td>231</td>
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<tr>
<td>49</td>
<td>257</td>
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<td></td>
</tr>
</tbody>
</table>

570 Total Logs in Week 30 at height of service challenges
Interchanges current and performing to expectations

East St. Louis
*Daily Average Interchange Volume*

New Orleans
*Daily Average Interchange Volume*

Chicago
*Daily Average Interchange Volume*

Memphis
*Daily Average Interchange Volume*
Precision scheduled railroading producing service improvement

- Realigned service frequency in second quarter
- Set the groundwork of a balanced train plan in early July
- Terminals’ improved efficiency and traffic flow adjustments have recovered service
- Improved execution on this foundation to drive long-term service and productivity improvements
APPENDIX

HOW TOMORROW MOVES
<table>
<thead>
<tr>
<th>Velocity</th>
<th>Dwell</th>
<th>Cars Online</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Former</strong></td>
<td>Car time at terminal, excluding cars on the same train ID</td>
<td>All cars on CSX, as determined by RailInc</td>
</tr>
<tr>
<td><strong>Current</strong></td>
<td>All car time with a terminal work event, including through cars on same train ID (e.g. crew change)</td>
<td>RailInc cars on CSX, excluding cars stored, under repair, sold, and private cars ex online inventory</td>
</tr>
<tr>
<td><strong>Change Reason</strong></td>
<td>Includes all dwell with ability to diagnose all events impacting car movement (in support of improvement in asset cycle)</td>
<td>More accurate measurement of active cars on line, i.e. cars for which CSX is focused on real-time, efficient movement</td>
</tr>
<tr>
<td><strong>Effect on Metric</strong></td>
<td>Reported dwell will be lower</td>
<td>Reported cars online will be lower</td>
</tr>
</tbody>
</table>

**Velocity**
- **Former**: Line of road miles per hour
- **Current**: Total miles traveled per hour, including intermediate dwell of the train
- **Change Reason**: Includes full trip of a train and ability to diagnose overall speed profile (in support of improvement in asset cycle)
- **Effect on Metric**: Reported velocity will be lower

**Dwell**
- **Former**: Car time at terminal, excluding cars on the same train ID
- **Current**: All car time with a terminal work event, including through cars on same train ID (e.g. crew change)
- **Change Reason**: Includes all dwell with ability to diagnose all events impacting car movement (in support of improvement in asset cycle)
- **Effect on Metric**: Reported dwell will be lower

**Cars Online**
- **Former**: All cars on CSX, as determined by RailInc
- **Current**: RailInc cars on CSX, excluding cars stored, under repair, sold, and private cars ex online inventory
- **Change Reason**: More accurate measurement of active cars on line, i.e. cars for which CSX is focused on real-time, efficient movement
- **Effect on Metric**: Reported cars online will be lower

Restated historical data in new methodology available on csx.com/servicemetrics