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October 20, 1997

Office of the Secretary  
Case Control Unit  
Surface Transportation Board  
1925 K Street, N.W.  
Washington, DC 20423



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ENTERED Office of the Secretary	
OCT 27 1997	
5	Part of Public Record

RE: CSX Corp., et. al., Norfolk Southern, et. al.  
Control and Operating Leases Agreements -  
Conrail, Inc., et. al., STB Finance Docket No. 33388

Dear Mr. Secretary:

I am Gerald J. Vinci, Vice President & General Manager - Brick Division, for Prairie Group. Prairie Group, a parent company, has been in the construction materials business since 1948. We are headquartered in Bridgeview, Illinois. The Prairie Group companies include Prairie Material Sales, the largest Illinois based construction materials company, that provides building materials, aggregates, cement, and ready-mix concrete. Prairie Group also owns six brick distributing companies; five of these subsidiary companies are rail served:

- Beck Brick, Des Plaines, Illinois
- Brady Brick & Supply, Elgin, Illinois
- Holman Brick, Schaumburg, Illinois
- Illinois Brick Company, Bridgeview, Illinois
- Ramm Brick, La Grange, Illinois

All of these companies, except Brady Brick & Supply, are in the Chicago Switching District and two of those companies, i.e., Illinois Brick Company and Ramm Brick, are presently served by the Indiana Harbor Belt Railroad Company (IHB)

We are very concerned about the potential ramifications to us and other industries with the pending change in controlling interest of the IHB. We are particularly concerned about the competitive impact of CSXT's proposed control and administration of the IHB since the Prairie Group brick distributing companies represent brick manufacturers served by CSX Transportation and Norfolk Southern. CSXT will dispatch and manage IHB and, as we understand the CSXT/NS application makes clear, will utilize IHB to accommodate and service CSXT's own line-haul traffic to and from Chicago.

7601 WEST 79TH STREET, P.O. BOX 1123, BRIDGEVIEW, IL 60455  
PHONE: (708) 458-0400 MAIN FAX: (708) 458-7626

Prairie Material Sales, Inc. • Prairie Indy • Evanston Fuel & Material Co. • Dealer's Ready Mix  
A No. 1 Express & Cartage Co. • Dixon-Marquette Cement Co. • North Central Materials • Beck Brick Co. • Brady Brick Co. • Holman Brick Co.  
Illinois Brick Co. • Ramm Brick • Woodstock Brick • North Side Aggregate • Construction Materials Co.



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We are also concerned about the market plan outlined in the CSXT filing, which focuses on increasing shipments through Chicago, and the apparent lack of focus on shippers and receivers that require quality switching service to originate and terminate traffic in Chicago.

Illinois Brick Company is the largest of the brick distributors owned by the Prairie Group and is officially served by BOCT. However, subsequent to the mega mergers of the Burlington Northern/Santa Fe and Union Pacific Railroad/Chicago & North Western/Southern Pacific, routings have changed increasing the number of overhead trains moving through Chicago via IHB, and traffic density on the IHB has increased to the point where trains are parked on the IHB, bumper to bumper, blocking BOCT from providing switching service to our yard at Bridgeview. Because of BOCT's inability to switch our industry, BOCT has sub-contracted the switching service to IHB.

As a result of the increase in traffic density on IHB, the Class I railroads have become IHB's largest customers. IHB and BOCT operating and marketing personnel have been candid that handling of the overhead trains has priority over serving the customers in the IHB corridor.

Illinois Brick Company personnel monitor the inbound shipments on a daily basis and numerous meetings have taken place with IHB and BOCT personnel, but service problems continue. Switching service to Illinois Brick is currently scheduled for three days each week. However, since we have been monitoring and documenting switching service, IHB has failed to switch our yard 48% of the time. We have records of some cars that were on IHB more than thirteen (13) days before they were delivered to our yard. A graph detailing switching performance for the time period February 12 through October 15, 1997, supports the fact that there has been little improvement in switching service and IHB performance is still far below the acceptable level.

Switching service at Ramm Brick has also eroded to a serious level recently, and we have initiated steps to monitor and document switching service at La Grange, as we have been doing at Illinois Brick.

The inability of the Prairie Group brick companies to receive brick on a timely basis negatively impacts on our competitive position, on the contractors' construction schedules and costs, on rail equipment supply, and on the line haul carriers' ability to be truck competitive.

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Our customers are architects, builders, general contractors, mason contractors, and homeowners. Scheduling of delivery of the brick and the labor to lay the brick is a key element of the construction project. Delivery of carloads of brick to our yard has, at times, been delayed for weeks which significantly impacts on the construction schedule and labor costs. There have been times when this has impacted on employment because the contractors were required to send people home because there was no work until the brick arrived. Some contractors have threatened to bill Prairie Group for the mason's time spent waiting for brick to arrive, and some have incurred monetary penalties because the project was not completed on time. While our customers will be tolerant of occasional delays due to unforeseen circumstances, the delays we have experienced have been consistent and repetitive and are threatening our competitive position. In order to be competitive with other brick distributing companies in the Midwest, we *must* be able to deliver brick to our customers on a timely basis.

Brick moves in 50-foot double door boxcars. Delivery of boxcars for loading at the brick manufacturers has been slow at best, and some of the manufacturers have reported shipping delays of three weeks or more while waiting for cars, sometimes forcing a decision to ship at a higher cost by truck in order to accommodate the construction schedules of our customers. A recent study conducted by one of the linehaul carriers revealed transit times on cars moving from the brick manufacturers to interchange with delivering carriers at Chicago are less than the time the cars are on IHB prior to delivery to the Prairie Group brick companies. The delay in turn times of the boxcars negatively impacts on car supply and the increase in car costs limits the railroads' ability to reduce rates from those origins which are not truck competitive.

The Chicago Switching District is an extremely important and an extremely congested terminal area. Efficient switching services accessible to everyone on an equal basis are vital for the movement of my company's traffic. We have not been able to determine if CSXT has developed a detailed plan for the Chicago Switching District, other than stating their intent to secure additional business and to operate trains efficiently *through* Chicago. We have not even been able to confirm which switch carrier will be providing service in the future to Illinois Brick Company - IHB or BOCT?

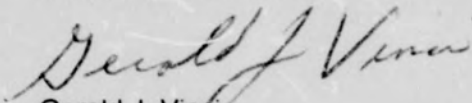
At the same time, it is our understanding that the consortium of carriers filing for controlling interest of IHB plan to continue to operate IHB as an independent company. While we agree that this would address the need for continued neutral control, it appears the service problems being experienced by shippers and receivers in the IHB corridor are being overlooked by all parties filing for controlling interest of the IHB.

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We feel that it would be in the best interest of the shipping public if the Surface Transportation Board ordered that an owner or owners independent of CSXT or BOCX acquire Conrail's share of the IHB, to continue the neutral control and operation of IHB in conjunction with IHB's existing minority interest owner, Soo Line Railroad Company (Canadian Pacific). The carrier(s) that control the IHB must put performance first. Fair and equitable dispatching of trains and switching of all customers is of paramount importance.

Whatever the outcome, we strongly urge you to take these facts and comments regarding the service needs of the shippers and receivers in the IHB corridor into consideration when reviewing the various operating plans prior to approval, and in your deliberation of this very important issue.

Respectfully submitted,

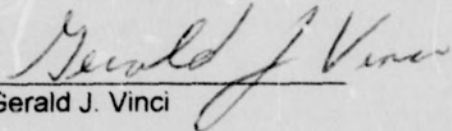


Gerald J. Vinci  
Vice President & General Manager  
Brick Division

CC: All Parties of Record

**CERTIFICATE OF SERVICE**

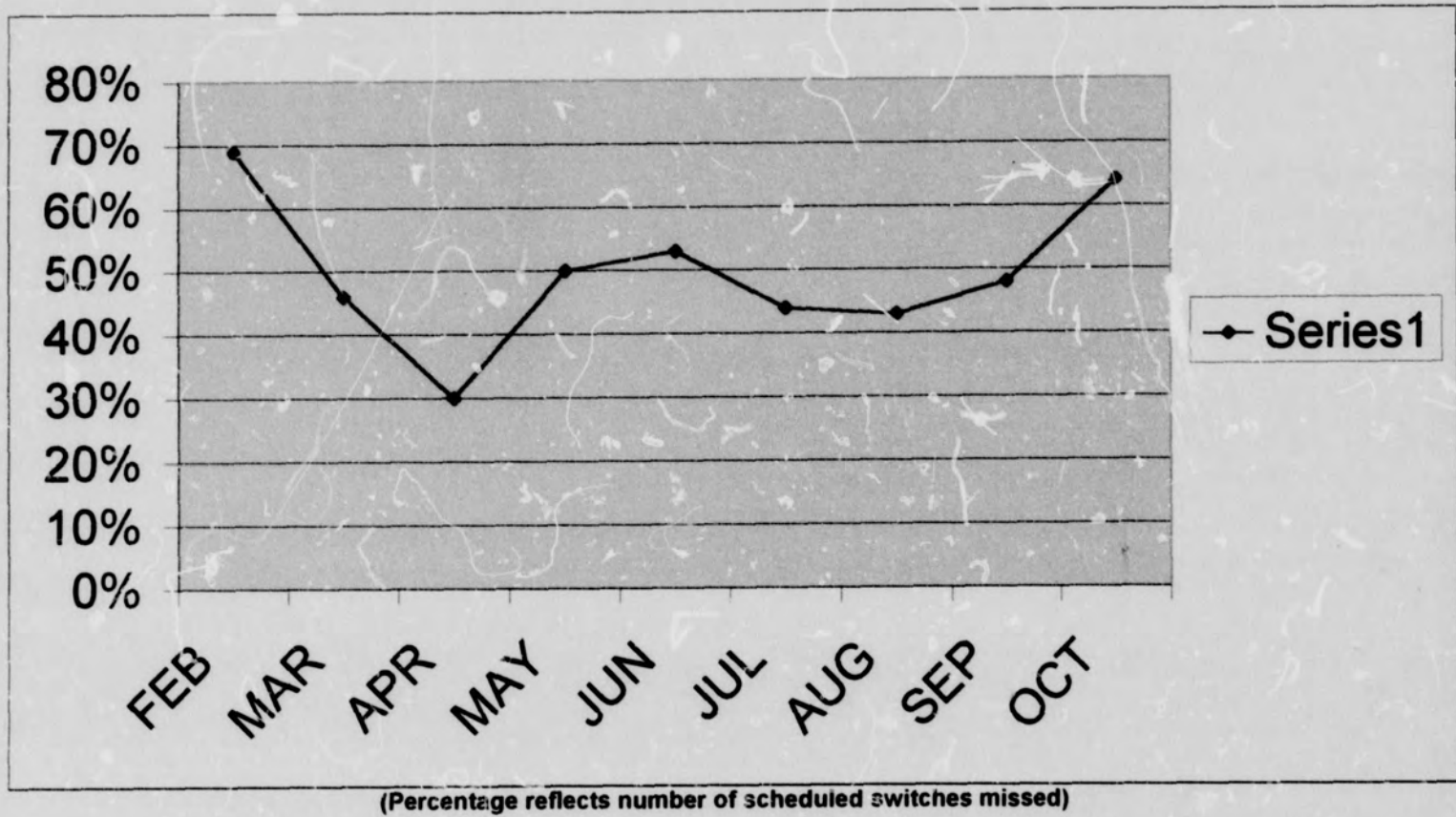
I, Gerald J. Vinci, certify that on October 20, 1997, I have caused to be served by first class mail, postage prepaid, or by more expeditious means, a true and correct copy of the foregoing statement, on all parties that have appeared in STB Finance Docket No. 33388.

  
Gerald J. Vinci

Dated: October 20, 1997



INDIANA HARBOR BELT SWITCHING PERFORMANCE  
ILLINOIS BRICK COMPANY, BRIDGEVIEW, ILLINOIS  
February 12 - October 15, 1997



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October 12, 1999

Direct Dial (202) 906-3987  
Fax: (202) 906-2821

The Honorable Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
Room 784  
1925 K Street, N.W.  
Washington, D.C. 20423



D

Re: Finance Docket No. 33388, *CSX Corporation and CSX Transportation, Inc Norfolk Southern Corporation and Norfolk Southern Railway Company – Control and Operating Leases/Agreements – Conrail Inc. and Consolidated Rail Corporation*  
Quarterly Report re. Amtrak On-Time Performance

Dear Mr. Clemens:

On behalf of NS, CSX and itself, the National Railroad Passenger Corporation ("Amtrak") hereby submits the first quarterly report regarding the on-time performance of Amtrak trains operated over the lines of NS and CSX since the implementation of the Conrail acquisition. This report, which covers the three-month period from June 1, 1999 through August 31, 1999, is submitted pursuant to the Amtrak oversight condition imposed on the Conrail acquisition by Decision No. 39 (served July 23, 1998), pp. 95-96, and the settlement agreement among NS, CSX, Amtrak and Conrail referenced in that decision (pertinent portion attached as Exhibit A).

The settlement agreement calls for the parties to jointly propose the specific measurements of on-time performance to be included in their quarterly reports to the Board, which are to be based upon measurements employed in calculating on-time performance incentive payments by Amtrak to NS and CSX under the applicable operating agreements. Amtrak, NS and CSX have agreed that their initial report should include contract incentive on-time performance measurements for all trains operating over former Conrail lines that are now operated by NS or CSX. They have also agreed that the base period against which post-acquisition performance would be measured should be the twelve month period immediately preceding the implementation of the Conrail acquisition (June 1, 1998 through May 31, 1999). Subsequent submissions will also include a comparison of performance in the most recent quarter to performance in the previous quarter.



The Honorable Melvin F. Clemens, Jr.  
October 12, 1999  
Page 2

Charts showing these on-time performance measurements for the June 1, 1999 through August 31, 1999 period are appended to this letter as Exhibits B and C. Amtrak, NS and CSX are prepared to modify the particular measurements presented in these reports should the Board wish them to do so, and each of them reserves the right to propose future modifications as circumstances may warrant.

A brief explanation of how on-time performance is measured in determining contract incentive payments may be helpful in interpreting these figures. For incentive purposes, a train is considered "on time" if it arrives at its destination, or an intermediate "checkpoint" where performance is measured, within the scheduled running time for that segment plus a "tolerance" of 5 minutes for trips operating under 400 miles and 10 minutes for trips over 400 miles. Certain delays not within the control of NS or CSX, such as delayed departures, longer than scheduled station stops, and delays due to mechanical problems with Amtrak equipment, are excluded. Performance is measured separately at each checkpoint.

The settlement agreement also provides that Amtrak shall have the opportunity to comment on the quarterly reports. Amtrak's comment, which is set forth below, represents its own views and not the views of NS or CSX.

#### Amtrak's Comment

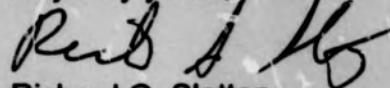
As the attached figures indicate, the on-time performance of all Amtrak trains that operate over Conrail lines acquired by NS has declined, in many cases quite dramatically, since the implementation of the Conrail acquisition on June 1. Amtrak's trains between Harrisburg and Pittsburgh -- the Three Rivers (trains 40/41) and the Pennsylvanian (trains 43/44) -- have been delayed by two hours or more due to freight train interference on an almost daily basis, and all trains operating between Pittsburgh, Cleveland and Chicago have frequently experienced lengthy freight train interference delays. These delays have greatly inconvenienced Amtrak's passengers; delayed the substantial volume of U.S. Mail that Amtrak carries on the Three Rivers; and resulted in significant additional costs and lost revenues.

Amtrak has recently met with senior operating officials from NS. They represented that NS's recovery plan is underway; that the improvement of Amtrak on-time performance will be a particular focus; and that significant improvements should be apparent within the next two months. Therefore, Amtrak is not requesting that the Board take any action at this time.

The Honorable Melvin F. Clemens, Jr.  
October 12, 1999  
Page 3

On-time performance on most Conrail lines acquired by CSX has not materially declined since June 1. However, freight train interference problems increased significantly during the three-month period ending August 31 on two lines previously owned by CSX (Pittsburgh-Washington and Washington-Richmond-Rocky Mount, NC) for which on-time performance data are not included in the accompanying reports. These problems appear to be related to increases in the number of freight trains; crew shortages; yard congestion at Cumberland, MD and Richmond; and instances in which Amtrak trains have not been given adequate priority. CSX has represented to Amtrak that it is taking steps to address these problems.

Very truly yours,



Richard G. Slattery  
Associate General Counsel

**Attachments**

cc: Chairman Linda J. Morgan  
Vice Chairman William Clyburn, Jr.  
Commissioner Wayne O. Burkes

Peter J. Shudtz, Esq.  
Vice President - Law and General Counsel  
CSX Corporation  
One James Center  
901 East Cary Street  
Richmond, VA 23219

David R. Willson  
Senior General Attorney  
Norfolk Southern Corporation  
Three Commercial Place  
Norfolk, VA 23510

**EXHIBIT A**



PRINCIPLES OF COOPERATION  
CONCERNING THE NORTHEAST CORRIDOR  
May 1, 1998

2. OTHER TERMS

a. Oversight Condition

In recognition of Amtrak's statutory right to priority over freight trains, after execution of this Agreement NS and CSX shall advise the STB that they do not oppose action by the STB in Finance Docket No. 33388 consistent with the following terms:

The STB should require oversight, for a 3-year period, of the implementation and effect of the transactions subject to STB review and approval in Finance Docket No. 33388 to the extent they may affect the on-time

performance of Amtrak intercity passenger train services. As part of this continuing oversight, the STB should require quarterly reports from NS and CSX and provide Amtrak an opportunity to comment. NS, CSX and Amtrak shall jointly recommend to the STB objective, measurable standards to be used in such reports; on-time performance standards should reflect measurements employed in calculating incentive payments under the applicable Amtrak operating agreements. The foregoing condition is not intended to limit the STB's authority to continue oversight beyond the 3-year period.

b. Amtrak Support

After execution of this Agreement, Amtrak shall file a statement with the STB withdrawing its request for conditions and opposition to, and supporting in all respects, the transactions contemplated in the Transaction Agreement (other than the limited oversight condition described above).



**EXHIBIT B**

# **Conrail/ Norfolk Southern** **ON-time Performance<sup>(1)</sup> for Amtrak Trains** **Performance By Checkpoint**

<u>Train</u>	<u>Location</u>	<u>Conrail 6/1/98 thru 5/31/99</u>	<u>NS 6/1/99 thru 8/31/99</u>	<u>Percentage Point Difference</u>
29	Origin Bloom(Pittsburgh, PA)			
	Checkpoint Toledo, OH	79.5%	59.8%	(19.7)
	Checkpoint 21st St (Chicago, IL)	75.7%	19.6%	(56.1)
30	Origin 21st St (Chicago, IL)			
	Checkpoint Toledo, OH	73.8%	70.3%	(3.5)
	Checkpoint Bloom(Pittsburgh, PA)	54.5%	33.3%	(21.2)
40	Origin New Castle, PA			
	Checkpoint Harrisburg, PA	75.6%	38.5%	(37.1)
41	Origin Harrisburg, PA			
	Checkpoint New Castle, PA	83.2%	45.7%	(37.5)
43	Origin Harrisburg, PA			
	Checkpoint Cleveland, OH (2)	88.9%	22.0%	(66.9)
	Checkpoint 21st St (Chicago, IL)	78.5%	29.2%	(49.3)
44	Origin 21st St (Chicago, IL)			
	Checkpoint Cleveland, OH (2)	74.3%	63.0%	(11.3)
	Checkpoint Harrisburg, PA	52.4%	12.2%	(40.2)
48	Origin 21st St (Chicago, IL)			
	Checkpoint Cleveland, OH (2)	74.4%	63.6%	(10.8)
49	Origin Cleveland, OH (2)			
	Checkpoint 21st St (Chicago, IL)	70.1%	31.9%	(38.2)
350,352, 354	Origin 21st St (Chicago, IL)			
	Checkpoint Vinewood(Detroit, MI)	89.4%	82.4%	(7.0)
351,353, 355	Origin Vinewood(Detroit, MI)			
	Checkpoint 21st St (Chicago, IL)	76.6%	53.0%	(23.6)
364	Origin 21st St (Chicago, IL)			
	Checkpoint Gord(Battle Creek, MI)	81.3%	54.9%	(26.4)

(1) Based on Amtrak's contractual arrangement for incentives with the respective railroads.

(2) Measurement for Conrail was to or from Toledo.



**Conrail/ Norfolk Southern**  
**ON-time Performance<sup>(1)</sup> for Amtrak Trains**  
**Performance By Checkpoint**

<u>Train</u>		<u>Location</u>	<u>Conrail</u> <u>6/1/98</u> <u>thru</u> <u>5/31/99</u>	<u>NS</u> <u>6/1/99</u> <u>thru</u> <u>8/31/99</u>	<u>Percentage</u> <u>Point</u> <u>Difference</u>
385/367	Origin	Gord(Battle Creek, MI)			
	Checkpoint	21st St (Chicago, IL)	75.4%	65.6%	(9.8)
370	Origin	21st St (Chicago, IL)			
	Checkpoint	CP-482(Michigan City, MI)	84.6%	51.1%	(33.5)
371	Origin	CP-482(Michigan City, MI)			
	Checkpoint	21st St (Chicago, IL)	67.4%	25.3%	(42.1)

(1) Based on Amtrak's contractual arrangement for incentives with the respective railroads.

**EXHIBIT C**

# Conrail/ CSXT

## ON-time Performance<sup>(1)</sup> for Amtrak Trains

### Performance By Checkpoint

<u>Train</u>	<u>Location</u>	<u>Conrail 6/1/98 thru 5/31/99</u>	<u>CSXT 6/1/99 thru 8/31/99</u>	<u>Percentage Point Difference</u>
48/448	Origin Cleveland, OH (2)			
	Checkpoint Albany, NY	47.8%	40.4%	(7.4)
	Checkpoint CP-75(Poughkeepsie, NY)	53.2%	51.7%	(1.5)
	Checkpoint Boston, MA	56.6%	51.1%	(5.5)
449	Origin Boston, MA			
	Checkpoint Albany, NY	79.3%	57.1%	(22.2)
49	Origin CP-75(Poughkeepsie, NY)			
	Checkpoint Albany, NY	98.3%	93.5%	(4.8)
	Checkpoint Cleveland, OH (2)	78.3%	66.3%	(12.0)
50	Origin Maynard(Dyer, IN) (5)			
	Checkpoint Indianapolis, IN (4) (6)	97.9%	83.5%	(9.4)
	Checkpoint Charleston WV (3)	89.8%	87.2%	(2.6)
	Checkpoint Orange(17 mi.W of Culpeper, VA) (3)	86.6%	68.4%	(18.2)
51	Origin Orange(17 mi.W of Culpeper, VA) (3)			
	Checkpoint Charleston WV (3)	87.4%	94.7%	7.3
	Checkpoint Indianapolis, IN (4)	84.8%	51.4%	(33.4)
	Checkpoint Maynard(Dyer, IN) (5) (6)	89.9%	68.6%	(21.3)
63/281/ 283	Origin CP-75(Poughkeepsie, NY)			
	Checkpoint CP-169(8 mi.S of Amsterdam, NY)	90.0%	90.9%	0.9
	Checkpoint CP296(Syracuse, NY)	75.0%	65.3%	(9.7)
	Checkpoint Niagara Falls, NY	76.9%	73.8%	(3.1)
64/284/ 286/288	Origin Niagara Falls, NY			
	Checkpoint CP296(Syracuse, NY)	76.3%	75.2%	(1.1)
	Checkpoint CP-169(8 mi.S of Amsterdam, NY)	76.5%	65.4%	(11.1)
	Checkpoint CP-75(Poughkeepsie, NY)	77.7%	77.2%	(0.5)

(1) Based on Amtrak's contractual arrangement for incentives with the respective railroads.

(2) Measurement for Conrail was to or from Toledo.

(3) Performance for 6/1/98 thru 5/31/99 is for CSXT.

(4) Includes train 318.

(5) Includes train 317.

(6) Measurement for Conrail was Ames, IN to Indianapolis, IN.

# **Conrail/ CSXT** **ON-time Performance<sup>(1)</sup> for Amtrak Trains** **Performance By Checkpoint**

<u>Train</u>	<u>Location</u>	<u>Conrail 6/1/98 thru 5/31/99</u>	<u>CSXT 6/1/99 thru 8/31/99</u>	<u>Percentage Point Difference</u>
55	Origin Palmer(15 mi.N of Springfield, MA)			
	Checkpoint Springfield, MA	81.2%	97.8%	16.6
56	Origin Springfield, MA			
	Checkpoint Palmer(15 mi.N of Springfield, MA)	90.9%	94.6%	3.7
145	Origin Boston, MA			
	Checkpoint Springfield, MA	84.6%	96.7%	12.1
142/172/ 178	Origin Springfield, MA			
	Checkpoint Boston, MA	93.9%	98.2%	4.3
289	Origin CP-75(Poughkeepsie, NY)			
	Checkpoint CP-169(8 mi.S of Amsterdam, NY)	87.2%	100.0%	12.8
	Checkpoint Syracuse, NY	91.5%	100.0%	8.5
68/70/246/ 294/296	Origin Schenectady, NY			
	Checkpoint CP-75(Poughkeepsie, NY)	96.7%	98.0%	1.3
69/291/ 293	Origin CP-75(Poughkeepsie, NY)			
	Checkpoint Schenectady, NY	93.0%	89.5%	(3.5)
233/240/ 238/242/ 244/248/ 250/254/ 256/262/ 264	Origin Albany, NY			
	Checkpoint CP-75(Poughkeepsie, NY)	92.3%	94.2%	1.9
299	Origin Albany, NY			
	Checkpoint Schenectady, NY	87.9%	94.5%	6.6
251/253/ 257/259/ 265/267/ 269/271/ 273/277	Origin CP-75(Poughkeepsie, NY)			
	Checkpoint Albany, NY	94.4%	95.8%	1.4

(1) Based on Amtrak's contractual arrangement for incentives with the respective railroads.

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SURFACE TRANSPORTATION BOARD

# Memorandum

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Office of the Secretary

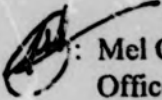
OCT -7 1999

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Public Record

DATE: October 7, 1999



**TO** : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

**FROM**  : Mel Clemens, Director  
Office of Compliance and Enforcement

**SUBJECT** : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

## Attachments

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Reminger



500 Water Street (J309)  
Jacksonville, FL 32202  
Phone (904) 366-1684  
Fax (904) 359-1705

Danford L. Price  
Assistant Vice President -  
Service Measurements

October 6, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, October 1.

The reports this week continue to indicate sluggish operating conditions following the aftermath of Hurricane Floyd. Total cars on line increased to 258,637. Terminal dwell decreased to 33.4 hours from 34.1 hours reported last week. Train speed decreased to 17.7 compared to 18.6 mph the prior week.

An update on the significant impact areas of Hurricane Floyd reported in our last transmittal letter follows:

- All primary mainlines are operating without blockages at this time. Temporary speed restrictions are still in effect at numerous locations on the East Coast, from the Carolinas to the state of New York.

Within the Shared Asset Areas, daily on-hand car counts increased at Oak Island and Pavonia, while North Yard saw a slight decrease. Crew and locomotive availability problems at Oak Island and Pavonia also attributed to the shared asset composite terminal dwell being up six hours.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

#### **Chicago Gateway Operations**

This week's reports again show unfavorable performance in interchange timeliness with foreign carriers. Line-of-road congestion and scheduled maintenance of way work contributed to the continued low performance in the Chicago area. This continues as an item of keen management focus.



## **Yards and Terminals**

Yard and terminal measurements show a generally favorable trend, in spite of heavy traffic levels during the week. Most notably, average daily dwell again decreased slightly at the IHB yards, Blue Island and Gibson, and dwell numbers for Willard, Ohio, continue to decrease, down to 39.5 hours from 46.5 hours reported last week.

CSXT continues to have scheduled maintenance work crews working in major corridors and yard performance measurements reveal the kind of fluctuations that can be expected. For instance, the measurement of cars on hand at Albany (Seikirk) showed a decrease, but the car volumes remain heavy. The number of cars at Buffalo increased but the dwell numbers increased only slightly. The cars on hand at Chicago (Barr) increased due to the congestion, as did the dwell hours. Cincinnati (Queensgate) cars on hand increased and dwell hours also showed an increase.

In short, we are encountering no exceptional yard/terminal operating difficulties. Weekly dwell hours at some terminals occasionally have been higher than optimum while others show real improvement. These fluctuations are all within normal operational control limits. CSXT will continue to strive for improvement. CSXT is currently working with the other railroads in Chicago to eliminate the congestion issues.

## **Corridor Performance**

In this reporting week, three of the six corridors improved when compared to the previous week in the on-time-to-two-hours-late category. The best performance during the reported week was the New Orleans to Carolinas corridor, followed by the I-95 corridor where traffic was restored after the hurricane. Overall, the percent. of trains in the greater-than-six-hours-late category showed a favorable decrease of three percentage points, while the percentage of trains in the on-time-to-two-hours-late category remained the same.

## **Shared Areas**

Daily average on hand car counts increased at Oak Island and Pavonia, while Detroit North Yard decreased slightly. Volumes in the East reflect continuing congestion due to recovery from Hurricane Floyd. All volumes remain within either expected norms or prior observed levels with the exception of Pavonia, which approached its highest on-hand counts since Split Date.

Oak Island and Pavonia dwell hours increased primarily due to residual effects of the previous weeks storms and delays in crew and locomotive availability for outbound road trains. North Yard elapsed time performance deteriorated slightly, most notably in outbound merchandise trains.

Reported road train delay hours for crew and power in the shared asset area increased over the prior week. Unavailable crews accounted for delays to 13 trains for 173 hours. Reported power delays were 13 trains for 177 hours.

### **Additional Measurements**

Cars Offered in Interchange decreased to a daily average of 125. This was less than has been reported in the past few weeks. Total Train Delay per the daily snapshot also increased because of crew and locomotive availability. Blocked Sidings or Multiple Main Lines basically remained the same. Locomotive Out of Service Ratio remained the same with an average of 5.1%.

On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the eighth week. Amtrak on-time performance was 20% for 10 trains, and MARC train performance was at 88% for 90 trains. The largest contributors to Amtrak delays were congestion and temporary speed restrictions caused by broken rails.

Our goal is to continuously improve our performance. Damage to the infrastructure has been greatly remediated since Hurricane Floyd, but CSXT continues to resolve the back-log resulting from the storms. It is anticipated that the effects of the hurricane could last several weeks. The data for the next reporting week is expected to show some favorable trends. The reported measurements do not suggest any significant negative trends and, as noted, there are several improvements to report. Nonetheless we recognize that we need to continue our efforts to reach levels of service that will exceed customer expectations.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements

# Surface Transportation Board

## Performance Measures

For the week ending: 10/01/99

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	979	684	709	800	824
	Cars On Hand - Empty	577	403	585	730	722
	Cars On Hand - Total	1556	1087	1294	1530	1546
	Cars Handled	879	603	373	413	582
	Dwell Hours	71.5	63.7	39.0	63.4	62.3
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	510	413	439	387	442
	Cars On Hand - Empty	360	359	324	471	480
	Cars On Hand - Total	870	772	763	858	931
	Cars Handled	433	482	355	120	269
	Dwell Hours	75.8	44.5	42.4	58.5	52.5
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	210	201	204	191	272
	Cars On Hand - Empty	114	91	96	92	119
	Cars On Hand - Total	324	292	300	283	391
	Cars Handled	169	341	256	130	180
	Dwell Hours	28.4	24.0	22.3	17.2	31.5

**CSX Comments:** Daily average on hand car counts increased at Oak Island and Pavonia, while Detroit North Yard decreased slightly. Volumes in the East reflect continuing congestion due to recovery from Tropical Storm Floyd. All volumes remain within either expected norms or prior observed levels with the exception of Pavonia, which approached its peak weekly on hand count since Split Day. Overall terminal dwell time increased from 46.1 hours to 52.9 hours. Oak Island and Pavonia elapsed time increased primarily due to increased elapsed time on outbound road trains. Detroit North Yard's elapsed time performance deteriorated slightly, most notably in outbound merchandise trains.



# Surface Transportation Board

## Performance Measures

For the week ending: 10/01/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99
North Jersey SAA	Number of Originations	13	16	13	13	5
	% Ontime	23%	31%	46%	38%	40%
	% Late 0-2 Hours	31%	13%	15%	31%	60%
	% Late 2-4 Hours	8%	31%	8%	0%	0%
	% Late 4-6 Hours	23%	19%	15%	15%	0%
	% Late GT 6 Hours	15%	6%	15%	15%	0%
South Jersey SAA	Number of Originations	7	8	10	3	4
	% Ontime	14%	50%	20%	67%	25%
	% Late 0-2 Hours	29%	13%	50%	0%	0%
	% Late 2-4 Hours	14%	25%	10%	33%	50%
	% Late 4-6 Hours	14%	0%	10%	0%	0%
	% Late GT 6 Hours	29%	13%	10%	0%	25%
Detroit SAA	Number of Originations	6	8	6	5	2
	% Ontime	67%	50%	17%	20%	0%
	% Late 0-2 Hours	33%	13%	50%	20%	50%
	% Late 2-4 Hours	0%	13%	0%	0%	0%
	% Late 4-6 Hours	0%	25%	0%	20%	50%
	% Late GT 6 Hours	0%	0%	33%	40%	0%

**CSX Comments:** Reported road train delay hours for crew and power increased over the prior week. Delay hours for unavailable crews increased 40% from the prior week with a total of 13 trains being delayed. Reported power delays increased this week as well delaying 13 trains for 177 hours a 32% increase over last week. 4 originating trains were delayed for 48 hours due to late CSX/NS arrivals.

## **Surface Transportation Board**

### **Performance Measures**

**For the week ending: 10/01/99**

#### **CSXT Cars Offered in Interchange but not Accepted**

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99	Average
Cars Offered	NS	91	90	143	91	92	101
	All Other	2	1	55	0	62	24
	Total	93	91	198	91	154	125

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### **CSXT Train Delay**

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Cause of Delay	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99	Total
Train Delay	Crew	2	2	1	0	0	5
	Power	2	0	3	4	4	13
	Congestion/Staging	3	2	0	3	4	12
	Total	7	4	4	7	8	30

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).

## Surface Transportation Board

### Performance Measures

For the week ending: 10/01/99

#### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99	Total
Blocked	Sidings	0	0	0	0	0	0
	Multiple Main Lines	3	2	0	3	4	12
	Total	3	2	0	3	4	12

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

#### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotive	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99	Average
Locomotive OOS	OOS Ratio	5.3	4.8	5.1	5.3	5.2	5.1

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

#### CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	9/27/99	9/28/99	9/29/99	9/30/99	10/1/99	Average
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	0%	0%	0%	50%	20%
MARC	Trains	18	18	18	18	18	90
	% On Time	89%	100%	83%	67%	100%	88%

AMTK measured according to contract with CSXT.



**George A. Aspatore**  
**General Solicitor**

(757) 629-2657  
(757) 533-4872  
E-mail gaaspato@nscorp.com

October 6, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending October 1, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.

October 6, 1999

Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



October 6, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

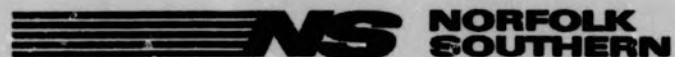
Dear Mr. Clemens:

As noted in advance last week, this week's report reflects some of the after-effects of Hurricane Floyd's impact on the Shared Assets Areas that carried over to adjoining NS divisions, contributing to a decrease in average train speed as well as a slight increase in average terminal dwell time. However, the measures show some improvement with respect to cars on-line. Altogether, our system maintained fluidity despite the lingering complications produced by the severe weather. On the monitored corridors and Chicago gateway operations, 128 trains were held for terminal congestion, 47 trains were held for crews, and 54 trains were held for power.

In the Shared Assets Areas, efforts are continuing in New Jersey to repair the residual damage from flooding. Apart from that, lack of power resulted in 13 trains being delayed for 177 hours, and 13 trains were held for 173 hours awaiting crews. Additionally, four originating trains were delayed for 48 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 67% of the train delay hours in the SAAs.

As we work toward the completion of repairs on the affected areas of our system, I do not anticipate any prolonged effects on performance. NS will remain fluid and continue to handle the strong traffic volumes of the season.

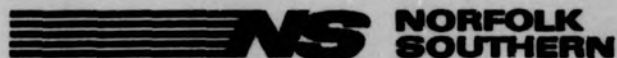
Sincerely,



For the week ending 10/1/99

Shared Asset Area - Yard Performance

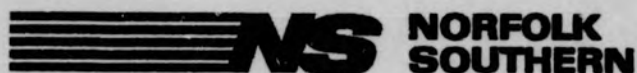
Yard	Date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	9/27/99	850	114	210	324	169	28.4
	9/28/99	850	91	201	292	341	24.0
	9/29/99	850	96	204	300	256	22.3
	9/30/99	850	92	191	283	130	17.2
	10/1/99	850	119	272	391	189	31.9
North Yard MI Average		850	102	216	318	217	24.8
Oak Island NJ	9/27/99	1200	577	979	1556	879	71.5
	9/28/99	1200	403	684	1087	603	63.7
	9/29/99	1200	585	709	1294	373	39.0
	9/30/99	1200	730	800	1530	413	63.4
	10/1/99	1200	722	824	1546	582	62.3
Oak Island NJ Average		1200	603	799	1403	570	62.6
Pavonia NJ	9/27/99	900	360	510	870	433	75.8
	9/28/99	900	359	413	772	482	44.5
	9/29/99	900	324	439	763	355	42.4
	9/30/99	900	471	387	858	120	58.5
	10/1/99	900	189	442	931	269	52.5
Pavonia Average		900	401	438	839	332	54.5



For the week ending 10/1/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	27-Sep	6	67%	33%	0%	0%	0%
	28-Sep	8	50%	13%	13%	25%	0%
	29-Sep	6	17%	50%	0%	0%	33%
	30-Sep	5	20%	20%	0%	20%	40%
	1-Oct	2	0%	50%	0%	50%	0%
<b>Detroit Total</b>		<b>27</b>	<b>37%</b>	<b>30%</b>	<b>4%</b>	<b>15%</b>	<b>15%</b>
North Jersey Total	27-Sep	13	23%	31%	8%	23%	15%
	28-Sep	16	31%	13%	31%	19%	6%
	29-Sep	13	46%	15%	8%	15%	15%
	30-Sep	13	38%	31%	0%	15%	15%
	1-Oct	5	40%	60%	0%	0%	0%
<b>North Jersey Total</b>		<b>60</b>	<b>35%</b>	<b>25%</b>	<b>12%</b>	<b>17%</b>	<b>12%</b>
South Jersey Total	27-Sep	7	14%	29%	14%	14%	29%
	28-Sep	8	50%	13%	25%	0%	13%
	29-Sep	10	20%	50%	10%	10%	10%
	30-Sep	3	67%	0%	33%	0%	0%
	1-Oct	4	25%	0%	50%	0%	25%
<b>South Jersey Total</b>		<b>32</b>	<b>31%</b>	<b>25%</b>	<b>22%</b>	<b>6%</b>	<b>16%</b>
<b>Grand Total</b>		<b>119</b>	<b>34%</b>	<b>26%</b>	<b>13%</b>	<b>13%</b>	<b>13%</b>



### NS Cars Offered in Interchange but not Accepted

offered	Monday 27-Sep	Tuesday 28-Sep	Wednesday 29-Sep	Thursday 30-Sep	Friday 1-Oct	daily average
CSX	0	0	0	87	87	35
other	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>87</b>	<b>87</b>	<b>35</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### NS Train Delay

cause	Monday 27-Sep	Tuesday 28-Sep	Wednesday 29-Sep	Thursday 30-Sep	Friday 1-Oct	total
Crew	4	6	5	12	10	37
Power	0	0	2	3	12	17
Yard Congestion	21	20	17	12	14	84
<b>Total</b>	<b>25</b>	<b>26</b>	<b>24</b>	<b>27</b>	<b>36</b>	<b>138</b>

Snapshot taken between 2:00 and 3:00 each day  
Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

track	Monday 27-Sep	Tuesday 28-Sep	Wednesday 29-Sep	Thursday 30-Sep	Friday 1-Oct	total
Multiple Mains	10	7	6	7	7	37
Siding	10	12	10	11	11	54
<b>Total</b>	<b>20</b>	<b>19</b>	<b>16</b>	<b>18</b>	<b>18</b>	<b>91</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 27-Sep	Tuesday 28-Sep	Wednesday 29-Sep	Thursday 30-Sep	Friday 1-Oct	week avg.
<b>Total</b>	<b>5.7%</b>	<b>4.1%</b>	<b>5.2%</b>	<b>5.3%</b>	<b>4.9%</b>	<b>5.0%</b>

Snapshot taken at midnight  
Does not include locomotives leased out or stored

STB

FD

33388

10-7-99

D

195823



Title This Jacket

STB FD-33388 10-7-99 D

ID-195823

SURFACE TRANSPORTATION BOARD

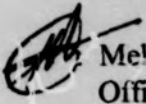
# Memorandum

195823



DATE: October 7, 1999

TO : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement

ENTERED  
Office of the Secretary

OCT - 7 1999

Part of  
Public Record



SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

Attachments

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger

**R.J. Haulter**  
Assistant Vice President-Integration Planning

October 6, 1999

Melvin F. Clemens, Jr.  
Director Office of Compliance and Enforcement  
Surface Transportation Board  
Washington, DC 20423-0001

Dear Mr. Clemens:

Attached to this letter are the Operational Monitoring Reports required in STB Finance Docket No. 33388.

The reports are presented in the following order:

Labor Implementing Agreements .....	Page 1
Labor Task Force .....	Page 2
Construction and Other Capital Projects Table .....	Pages 3-4
Information Technology .....	Pages 5-8
Customer Service .....	Pages 9-10
Training .....	Pages 11

Note: Italicized information indicates a change or update from the last report.

Please contact Bob Haulter, Assistant Vice President-Integration Planning at CSX Transportation (E-mail: [Bob\\_Haulter@csx.com](mailto:Bob_Haulter@csx.com)) if there are any issues that need clarification or explanation. As information, coincident with filing this report with the STB, CSXT has made this report available on our web site ([www.csx.com](http://www.csx.com)).

Very truly yours,

**Bob Haulter**

cys: Peter J. Shudtz, Vice President  
Law & General Counsel

Paul R. Hitchcock - J150  
Senior Counsel

**CSX TRANSPORTATION, INC.**  
**STB OPERATIONAL MONITORING REPORT**  
**As of September 30, 1999**

**Table of Contents**

The reports are presented in the following order:

Labor Implementing Agreements .....	Page 1
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Information Technology .....	Pages 5-8
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Training .....	Page 11

Note: Italicized information indicates a change or update from the last report.



# STB OPERATIONAL MONITORING REPORT

As of September 30, 1999

## LABOR

The status of the Labor Implementing Agreements is as follows:

Labor Organization	Status
International Brotherhood of Boilermakers, Iron-Ship Builders, Blacksmiths, Forgers and Helpers	Implementing agreement reached.
United Railway Supervisors Association - on behalf of the claim agents	Implementing agreement reached.
United Railway Supervisors Association - on behalf of the engineering supervisors	Implementing agreement reached.
National Conference of Firemen & Oilers	Implementing agreement reached.
American Railway and Airway Supervisors Association, Division of TCU, representing bridge inspectors	Implementing agreement reached.
Fraternal Order of Police	Implementing agreement reached.
American Train Dispatchers Department of the Brotherhood of Locomotive Engineers	Implementing agreement reached.
International Brotherhood of Electrical Worker	Implementing agreement reached.
Sheet Metal Workers International Association	Implementing agreement reached.
United Railway Supervisors Association on behalf of Mechanical Department Supervisors	Implementing agreement reached.
United Transportation Union	Implementing agreement reached.
United Transportation Union - Yardmasters Department	Implementing agreement reached.
Brotherhood of Locomotive Engineers	Implementing agreement reached.
Brotherhood of Maintenance of Way Employees	Implementing Agreement reached. BMWE's and IAM's petitions for review of the arbitrated BMWE implementing agreement have been dismissed.
Brotherhood of Railway Signalmen	Implementing agreement reached.
International Association of Machinist	Implementing agreement reached.
Transportation Communication International Clerks Union	Implementing agreement reached.
Brotherhood Railway Carmen Division - TCU and Transport Workers Union of America	Implementing agreement reached. TWU's petition for review has been dismissed.



# **STB OPERATIONAL MONITORING REPORT**

**As of September 30, 1999**

## **LABOR**

### **Labor Management Task Force**

CSXT has now sent an invitation to each of its unions with which an implementing agreement has been reached and which will continue to represent employees on CSXT to participate in a labor task force similar to the one established with the United Transportation Union. To date, the National Conference of Firemen & Oilers, the International Brotherhood of Boilermakers, Ironship Builders, Blacksmiths, Forgers and Helpers, Transportation Communications International Union, International Brotherhood of Electrical Workers, Brotherhood of Railway Signalmen and American Train Dispatchers Department-BLE have responded affirmatively to our invitation to participate in a labor task force similar to the one established with the United Transportation Union.

The International Association of Machinist and Aerospace Workers also was invited to establish a labor task force. The Organization respectfully declined the invitation citing its current participation in the CSXT labor/management safety program and the SACP Program currently being sponsored by the Federal Railroad Administration. The IAM did, however, state that it "will always be willing to meet with representatives of CSXT and other rail labor representatives to discuss specific issues concerning the application of our implementing agreement and safety related issues as deemed necessary and appropriate."

CSXT has held labor task force meetings with a number of its unions. CSXT will hold additional meetings, as the need arises. Further, CSXT continues its effort to have frequent communications with its unions to guarantee that issues which may still arise with respect to the implementation of the transaction receive prompt attention. For instance, since the implementation of the transaction CSXT's President, Senior Vice President of Operations and Vice President of Labor Relations have participated in weekly conference calls with the UTU and BLE General Chairmen to discuss any problems with the transition. Because of the progress made with respect to implementing the transaction, the conference call is now made bi-weekly.

# STB OPERATIONAL MONITORING REPORT

As of September 30, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Status	Expected Completion Date
1)	Greenwich, Ohio to Pine Junction, Indiana	Construct 2 <sup>nd</sup> main track with TCS on B&O including connections.	Complete	4Q 98
2)	Quaker to Greenwich, Ohio	Construction by Conrail of 2 <sup>nd</sup> main track with TCS.	Complete	4Q 98
3)	Willard, Ohio	Yard Expansion	Complete	1Q 99
4a)	Crestline, Ohio	a) Construct or rehabilitate connection tracks with Indianapolis Line.	a) Complete	2Q 99
4b)	Sidney, Ohio	b) Connection Track	b) Complete	4Q 98
4c)	Marion, Ohio	c) Rehabilitate Connection Track	c) Complete	1Q 99
5)	Carleton, Michigan	Connect track with Conrail	Complete	4Q 98
6a)	Alice, Indiana	a) Siding Extension	a) Complete	a) 3Q 98
6b)	Harwood, Indiana	b) Siding Extension	b) Complete	b) 4Q 98
7a)	Chicago, Illinois	a) Intermodal Expansions	a) Complete	a) 3Q 98
7b)	Cleveland, Ohio	b) Intermodal Expansions	b) Complete	b) 1Q 99
7c)	Philadelphia, Pennsylvania	c) Intermodal Expansions	c) Underway	c) 3Q 99
7d)	Little Ferry, New Jersey	d) Intermodal Expansions	d) Complete	d) 3Q 98
8)	Philadelphia, Pennsylvania	Rebuild Eastwick connection track with Conrail.	Complete	4Q 98
9)	Hobart, Indiana to Tolleston, Indiana	Restoration of connection and main track between Hobart & Tolleston.	Complete	2Q 99

**STB OPERATIONAL MONITORING REPORT**  
**As of September 30, 1999**

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

	Location	Project	Status	Expected Completion Date
10)	Chicago, Illinois	Chicago area-upgrade connection tracks and other improvements.	Complete	2Q 99
11)	Newell & New Castle, Pennsylvania	Upgrade capacity on the Mon. Subdivision	Complete	4Q 98
12)	Albany, New York to Bergen, New Jersey	Extend 3 sidings by Conrail on River Line	Complete	4Q 98
13)	Little Ferry, New Jersey	Connection track Conrail/NYSW	Complete	2Q 99
14)	Dolton, Illinois	Connection track @ Lincoln Avenue CSX/IHB	Complete	2Q 99

# STB OPERATIONAL MONITORING REPORT

As of September 30, 1999

## INFORMATION TECHNOLOGY

### *Information Technology*

The implementation strategy, training plans, and status of the Information Technology (IT) initiatives affecting the following Operating Areas are summarized:

- ❖ Customer Service
  - Electronic Customer Connectivity
- ❖ Operations Personnel
  - Crew Management
- ❖ Transportation
  - Car Management & Movement
  - Locomotive Management
  - Train Dispatching

Operating Area	Implementation Strategy	Status	Training
Customer Service Electronic Customer Connectivity	<p>All inbound (e.g. bill-of-lading) and outbound (e.g. car tracing) electronic communications with existing Conrail customers are to be migrated to CSX and NS. All customers will be informed of their system migration options and have the opportunity to test the replacement electronic connections prior to a transfer of the customer communications links on Day 1.</p> <p>CSX and NS will work with all affected customers and EDI vendors to develop migration plans</p>	<p>Systems testing in process and on schedule</p> <p>A joint letter was distributed to current Conrail customers</p> <p>Existing and new Conrail Electronic Commerce customers have been contacted by CSX in separate mailings</p> <p>Electronic Commerce Certification of Conrail customers acquired by CSX is in progress.</p> <p>Planned customer conversions to CSX Electronic Commerce tools are complete.</p>	<p>All customers will be provided adequate system's documentation and a detailed description of any changes to their current Conrail-provided electronic services</p> <p>All customers targeted for conversion to CSX electronic commerce tools have received information regarding the changes.</p> <p>All customer training and customer conversions are complete.</p>



# STB OPERATIONAL MONITORING REPORT

As of September 30, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Operations Personnel Crew Management	<p>Separation of callings desks (CSX, NS, SAC) in Dearborn, MI has been pre-negotiated and is in place. There will be a phased roll-out of eight calling desks to TECS – the CSX Crew Calling System. The first desk will be rolled out 50 days after Day 1.</p> <p>T&amp;E Crews will continue to submit paper time sheets to Dearborn, MI until the TECS desk roll-out is completed. Paperless payroll implementation will take place 2 weeks after each TECS desk implementation. The entire roll-out will take approximately seven months.</p>	<p>Systems development in process and on schedule.</p> <p>The TECS desk roll-out is still on schedule.</p> <p><b>Three remaining desks will be converted to TECS on Oct 25.</b></p>	<p>CSX Payroll officers will train T&amp;E employees on the CSX Payroll system immediately following the implementation of TECS. Local Chairman will participate in the training. Training documents have been prepared and presented to Conrail personnel.</p> <p>Training sessions have been scheduled.</p>
Transportation Car Management and Movement	<p>Field personnel will continue using Conrail application systems supporting yard inventory, train consisting and work orders after Day 1.</p> <p>Disposition and management of empty cars will occur in Jacksonville using CSX systems after Day 1 to ensure coordinated system wide transportation operations.</p> <p>Customers on the acquired territory will continue to order empty cars and obtain information on order status as they do today.</p> <p>CSX systems will be rolled-out to the acquired Conrail territory in 5 phases after Day 1.</p>	<p>Systems development in process and on schedule.</p> <p>Toledo Stanley Yard was cut-over to CSX systems July 27<sup>th</sup>.</p> <p><b>Indianapolis Field Roll-Out is on schedule for Oct 11.</b></p>	<p>Conrail Car Management team has been hired for the transition period. Training of Conrail Car Management staff has begun and is scheduled for completion by the end of May.</p> <p>Training of affected field location personnel to begin 30 days prior to each field roll-out phase.</p> <p><b>Training for Indianapolis Roll-Out is on schedule at the CSC in Pittsburgh.</b></p>

# STB OPERATIONAL MONITORING REPORT

As of September 30, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Transportation Locomotive Management	<p>CSX Locomotive Management System (LMS) will be used to manage locomotives in CSX acquired territory beginning on Day 1. This will occur from the Operations Center in Philadelphia, PA for approximately 180 days after Day 1. The management team in Philadelphia will consist of two locomotive managers and one senior locomotive manager. Dual entry of locomotive assignments will be made to the Conrail Locomotive Distribution System (LDS). Shutdown of Conrail LDS will accompany field roll-out and will be dependent upon other Conrail Systems (TRIMS &amp; TMS) no longer relying on assignments being passed from Conrail LDS.</p> <p>Within 180 days after Day 1, locomotive management for the acquired Conrail territory will be relocated to the Kenneth Dufford Center in Jacksonville. Two CSX Locomotive Managers will manage the acquired territory at that time.</p>	<p>Implementation was completed June 1<sup>st</sup>.</p> <p>Dual entry into Conrail LDS was discontinued June 15<sup>th</sup>.</p> <p>The locomotive management of the acquired territory was transitioned to the Kenneth Dufford Center in Jacksonville, FL on July 12, 1999.</p>	<p>Locomotive managers for the acquired Conrail territory have been trained on the CSX Locomotive Management System (LMS). Locomotive Management has conducted training that included cross training of CSX and Conrail cultures.</p>

# STB OPERATIONAL MONITORING REPORT

As of September 30, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Monitoring
<p>Transportation</p> <p>Train Dispatching</p>	<p>Train dispatchers will continue to use current Conrail systems. Phase 1 geographic realignments will separate dispatchers into CSX, NS &amp; SAC entities within current division offices. Phase 1 will complete 90-120 days after Day 1.</p> <p>Phase 2 division realignment will move dispatchers to acquiring road's division. CSX Cleveland East dispatcher in Dearborn, MI will move to CSX headquarters in Indianapolis, IN. CSX Chesapeake &amp; Riverline dispatchers in Mt. Laurel, NJ will move to CSX headquarters in Albany, NY. Phase 2 will complete 90-120 days after an implementing agreement has been reached.</p> <p>Phase 2 moves are contingent upon Phase 1 realignment completion for territory being transferred. Also contingent upon an implementing agreement being in place with the ATDD.</p>	<p>Systems development has been completed and implementation is proceeding on schedule.</p> <p>Phase 1 realignments : Albany, Indianapolis &amp; Philadelphia complete.</p> <p>Dearborn Division started.</p> <p>Dearborn will be complete Mid-August 1999.</p> <p>Phase 2 realignments: Two dispatcher desks moved from Indianapolis to Dearborn on 7/27/99.</p> <p>Phase 2 projected to be completed with CSAO dispatcher move from Dearborn to Mt. Laurel on 8/10/99.</p> <p><i>All phases of the Train Dispatcher Realignment Project have been completed.</i></p> <p>Implementing agreements are now in place.</p>	<p>Dispatchers will be trained on their new territory using the current processes in place at Conrail.</p>



# **STB OPERATIONAL MONITORING REPORT**

**As of September 30, 1999**

## **Customer Service Progress Report**

The following report outlines our progress toward the twin goals of 1) Achieving and maintaining customer confidence in the transaction, and 2) Insuring the integration of the acquired territories and personnel into the Customer Service Center in Jacksonville.

### **The Transition Process**

*We are currently in the final planning stages prior to converting the first major segment of our former Conrail territory to CSX work order and yard systems. This first area to be rolled out consists of the major terminals at Indianapolis and St. Louis and the main line east to Ridgeway, Ohio. Also included in this area are Danville and Salem, Illinois; and Lafayette, Crawford, Frankfort, and New Castle, Indiana. Close coordination with all involved departments on CSX is being maintained throughout the planning process, and we expect a smooth transition that will be transparent to CSX customers. Implementation is set for October 11, 1999.*

### **Personnel**

*Classroom training in Pittsburgh is proceeding on schedule, and all involved customer service representatives and their managers will have completed training prior to October 11. Beginning on cut-over date they will be directly supported on the job by contract traveling specialists. In addition, we will have in Pittsburgh a team from Technology, Customer Service Center personnel to monitor error correction, and additional management staff from Jacksonville to see that our customers, terminal personnel, and crews receive all the CSC support they need. In addition we will have mentors in Rose Lake (East St. Louis) and in Avon (Indianapolis) to monitor the process of conveying train documents to crews and to serve as liaison between the CSC and terminal personnel. Although all impacted crews will have received prior training, the mentors will be in position to explain document contents or work order handling as required.*



# **STB OPERATIONAL MONITORING REPORT**

**As of September 30, 1999**

## **Customer Service Report Continued**

### **Customer Familiarization**

*Tariffs have been published and distributed for supplemental billing purposes, and procedures are in place to convert the records for the first 10 days of October from the Conrail to the CSX demurrage system, so the customers will see only one bill for the month. All customers have been contacted to notify them of impending changes, and personal visits by the CSX Marketing group are currently underway. At Pittsburgh, any customer special needs have been defined and provided for. Customers have also been contacted by our Electronic Commerce Customer Integration Center to explain our EC offerings and initiatives, and 51 have been converted to TWSNet with 128 pending.*

*The standard brochure has been personalized for each of these customers, with special telephone numbers and other vital data attached. The special brochures include such items as car ordering procedures, rate changes, and bill of lading submission procedures.*

*Customer communication will continue to include news releases, blast faxes, mailings, and regular interaction with our Electronic Commerce personnel.*

# **STB OPERATIONAL MONITORING REPORT**

**As of September 30, 1999**

## **STB Status Submission Report on Training**

### **Clerical Employees**

*One-on-one training was conducted for employees in Toledo affected by the cutover of CSX systems. Field roll-out training is currently being conducted in the Indianapolis area in preparation for the October 11 cutover to CSXT computer systems.*

### **Train & Engine Service Employees**

*Field roll-out training designed for T&E employees to learn how to use and complete CSX Train Documentation continued in the Indianapolis area during the entire month of September in preparation for the implementation of CSX Systems on October 11. Classes were conducted in Indianapolis, Danville, Terra Haute, Sydney, and East St. Louis. To date, 177 conductors have been trained.*

### **Field Transportation Supervisors**

*Field roll-out training began for the Indianapolis area on August 16<sup>th</sup>. To date, 20 Yardmasters and 10 Trainmasters/Assistant Superintendents have been trained. Training for both groups consists of mainframe applications which apply to the movement of trains.*

### **Crew Management**

*Transportation Employee Calling System (TECS) training for the Dearborn crew dispatchers continues. Classes are currently scheduled for September 27<sup>th</sup> through October 8<sup>th</sup>. A make up training session was added to the schedule for the week of October 11<sup>th</sup>. The additional class is due to the cancellations of class during hurricane Floyd.*

### **Customer Service**

*Customer service representative field roll-out training for the Indianapolis area is progressing on schedule; training for managers is completed. The management training prepares managers to track the work of their team and assure that systems are functioning properly.*

### **Train Dispatching**

*Training was conducted at the dispatching office during August. We worked with several Directors of Train Operations, Assistant Chiefs, and Locomotive Managers on train management, locomotive management and messaging systems.*

*A team of approximately 60 coaches has been trained and prepared to support the systems cutover on October 11 for the Indianapolis area. Coaches will be positioned in crew rooms, yardmaster towers, with trainmasters and with affected train dispatchers at the Albany and Indianapolis dispatching centers. Additional support personnel will be on hand at the Pittsburgh National Customer Service Center during the cutover.*

**David A. Shelton**  
Attorney

(757) 629-2834  
fax (757) 629-2897  
E-mail: david.shelton@nscorp.com

October 7, 1999

**Melvin F. Clemens, Jr.**  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens,

Enclosed is Norfolk Southern's Monitoring Report dated September 30, 1999. Please let me know if you need any additional information.

Sincerely,

Enclosure



# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of September 30, 1999*

<b>Reporting Requirement</b>	<b>Page</b>
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Item 3. Information Technology .....	8
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Item 11. Yards and Terminals .....	*
Item 12. On Time Performance.....	*
Item 13. The Conrail Transaction Council.....	*
Item 14. Labor Task Forces.....	2

**Note:** Bold print indicates changes from previous report.

\* To be disclosed under a different cover or in a later report.



# **Surface Transportation Board Operational Monitoring Report**

*As of September 30, 1999*

## **LABOR**

### ***Labor Implementing Agreements***

All of the Labor Implementing Agreements have been reached, concluding our reporting requirement, as provided in Paragraphs 1 and 14, on pages 162 and 165, respectively, of STB Decision No. 89 issued in Finance Docket No. 33388.

### ***Labor-Management Task Forces***

All implementing agreements became effective on June 1, 1999. A continuing dialogue has taken place between labor and NS management on a daily or as-needed basis concerning implementation and safety issues. Labor organization cooperation has been a key element in assuring the safe implementation of the Conrail transaction. This interaction will continue as the parties work through issues of mutual concern.

**Note:** Bold print indicates changes from previous report.

**Surface Transportation Board Operational Monitoring Report**  
*As of September 30, 1995*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Alexandria	IN	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Allentown - Reading	PA	Traffic Control System	Signal	Design	In progress
	PA	Estimated Completion Date: 4Q00		Const	
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
			Bridge	Const	Complete
				Design	Complete
			Signal	Const Design Const	Complete Complete Complete
Ashtabula	OH	Construct connection track Estimated Completion Date: 4Q99	Track	Const	In progress
Attica	IN	Extend siding 4, 580 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
			Signal	Const	Complete
				Design Const	Complete Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: 1Q00	Track	Design	Project being defined.
				Grading	
			Signal	Const Design Const	
Bristol	VA	Extend siding 14,255 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Const Design Const	Complete Complete Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
			Signal	Const Design Const	Complete Complete Complete
Buffalo - Cleveland	NY	Traffic control system and remove pole line.	Signal	Design	Complete
	OH	Estimated Completion Date: Complete		Const	Complete
Buffalo	NY	Rehabilitate tracks in sub-leased BPRR yard Estimated Completion Date: Complete	Track	Const	Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of September 30, 1999*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Butler	IN	Construct track connection Estimated Completion Date: 2Q00	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Chicago	IL	Expand and improve 47th St Yard Intermodal Terminal Estimated Completion Date: 3Q00	Track	Design Grade/Pave	In progress In progress
Cloggsville	OH	Track Rehabilitation Estimated Completion Date: Complete	Track	Design Const	Complete Complete
Cloggsville	OH	Construct second main Estimated Completion Date: 4Q00	Track	Design Grading Const	Complete In progress In progress
			Bridge	Design Const	Complete In progress
			Signal	Design Const	In progress
Columbus	OH	Construct track connection Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Crockett	VA	Construct 9,100 foot new siding Estimated Completion Date: Complete	Land		Complete
			Track	Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Croxtan	NJ	Expand and improve intermodal terminal Estimated Completion Date: 4Q99	Track	Design Grade/Pave	Complete In progress
E-Rail	NJ	Expand and improve intermodal terminal Estimated Completion Date: 2Q00	Track	Design Grade/Pave	In progress
Erie	PA	Erie Track Realign Project Estimated Completion Date: 4Q00	Track	Design Grading Const	In progress
			Signal	Design Const	In progress
Flemington	NJ	Construct 12,500 foot siding Estimated Completion Date: 1Q00	Track	Design Grading Const	Project being defined.
			Signal	Design Const	



**Surface Transportation Board Operational Monitoring Report**  
*As of September 30, 1999*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: 2Q00	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Hagerstown Sec (Greencastle)	PA	Construct siding Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Hagerstown Sec	PA	Traffic Control Estimated Completion Date: 4Q00	Signal	Design Const	In progress
Harrisburg (Rutherford)	PA	Construct intermodal terminal Estimated Completion Date: 3Q00	Track	Design Grade/Pave	Complete In progress
Harrisburg - Reading	PA	Traffic Control System and remove pole line Estimated Completion Date: 4Q00	Signal	Design Const	Complete In progress
KD Tower - Cumberland Falls	KY	Extending double track: 40,120 feet Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Knoxville - Chattanooga	TN	Double Stack Clearances Estimated Completion Date: Complete	Track	Design Const	Complete Complete
			Bridge	Design	Complete
Marshfield	IN	Upgrade and extend siding 7,908 feet Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Oak Harbor	OH	Construct track connection Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Pattensburg	NJ	Clearance - 9 Bridges Estimated Completion Date: Complete	Bridge	Design Const	Complete Complete
Pattensburg	NJ	Siding Extensions Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Pattensburg	NJ	Tunnel Clearance Estimated Completion Date: Complete	Bridge	Design Const	Complete Complete



# Surface Transportation Board Operational Monitoring Report

As of September 30, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location	Project	Dept	Phase	Status
Philadelphia	PA Construct crossover - 700 Estimated Completion Date: 2Q00	Track	Design Grading Const	Project being defined.
		Signal	Design Const	
Piney Flats	TN Extend siding 6,610 feet Estimated Completion Date: Complete	Land		Complete
		Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete
Port Reading	NJ Chemical Coast Clearance Projects Estimated Completion Date: 4Q99	Track	Design Const	Complete In progress
		Bridge	Design Const	Complete In progress
Rader	TN Extend siding 5,189 feet Estimated Completion Date: Complete	Land		Complete
		Track	Design Grading Const	Complete Complete Complete
		Bridge	Design Const	Complete Complete
		Signal	Design Const	Complete Complete
Reading - Philadelphia	PA Traffic Control System and remove pole line Estimated Completion Date: 4Q00	Signal	Design Const	Complete
Riverton Jct - Roanoke	VA Clearance projects Estimated Completion Date: Complete	Bridge	Design Const	Complete Complete
Sandusky (Bellevue)	OH Construct Triple Crown Terminal Estimated Completion Date: Complete	Track	Design Grade/Pave	Complete Complete
		Building	Const	Complete
Sidney	IL Construct track connection Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete
Sido	MO Double tracking 36,458 track feet Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
		Bridge	Design Const	Complete Complete
		Signal	Design Const	Complete Complete
Sloan	IL Extend siding 5,027 track feet Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete

# Surface Transportation Board Operational Monitoring Report

As of September 30, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location	Project	Dept	Phase	Status
Southern Tier	NY Southern Tier Rehabilitation	Track	Const	Project being defined.
	Estimated Completion Date: 2Q00	Bridge	Design Const	In progress
St. Louis (Mitchell)	MO Expand Mitchell Triple Crown Terminal	Track	Design	Complete
			Grade/Pave	In progress
		Signal	Design Const	Complete
Toledo	OH Intermodal Terminal	Track	Design	Project being defined.
	Estimated Completion Date: 2Q00		Grade/Pave	
Tolono	IL Track Connection	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete In progress
Vermillion	OH Track Connection	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete Complete
Wabash	IN Construct connection track	Track	Const	In progress
		Signal	Design	Complete
			Const	In progress

**Note:** Bold print indicates changes from previous report. If status of project phase is blank, work on that part of the project has not yet begun.

**Surface Transportation Board Operational Monitoring Report**  
*As of September 30, 1999*

**INFORMATION TECHNOLOGY**

***Systems and Personnel Training***

Operating Area	Project	Status
<b>TRANSPORTATION</b>		
Car Management and Movement	Systems – Multiple projects	Implementation Complete. Continue to monitor functionality of systems and make program adjustments where necessary.
Include Thoroughbred Yard Enterprise System (TYES) and Central Yard Operations (CYO) System	Personnel Training	
	Prepare training materials for TYES and CYO	Complete
	Trainer orientation	Complete
	TYES training at Conrail locations	In progress
Train Dispatching	Systems	Implementation Complete. Continue to monitor functionality of systems and make program adjustments where necessary.
	Personnel Training	
	Prepare computer-based training materials for Norfolk Southern Train Information System (TIS) and Train System Accident Reporting System (TSAR).	Complete
	Train Conrail employees at Dearborn, Pittsburgh, and Mt. Laurel	In progress; estimated completion date: 3Q99
	Systems	Implementation Complete.
	Personnel Training	
Locomotive Management	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train employees at 8 Conrail locations	Complete



**Surface Transportation Board Operational Monitoring Report**  
*As of September 30, 1999*

**INFORMATION TECHNOLOGY**

Operating Area	Project	Status
<b>OPERATIONS PERSONNEL</b>		
Crew Management	Systems	Implementation Complete. Continue to monitor functionality of systems and make program adjustments where necessary.
	Personnel Training	
	Prepare training materials	Complete
	Train Conrail employees	Complete
Train and Engine (T&E) Payroll	Personnel Training	
	Prepare training materials; conduct pilot sessions	Complete
	Train T&E crews	Complete
Non-Train and Engine Payroll	Personnel Training	
	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train Conrail employees	Complete
<b>CUSTOMER SERVICE</b>		
Electronic Customer Connectivity	Systems	Complete
	Personnel Training	
	Testing new systems	Complete
	Customer Coordination	
	Information to be distributed to customers	Complete
National Customer Service Center	Personnel Training	
	Prepare training materials	Complete
	Train employees in Pittsburgh and Atlanta	Complete

**Note:** Bold print indicates changes from previous report.



# **Surface Transportation Board Operational Monitoring Report**

*As of September 30, 1999*

## **CUSTOMER SERVICE**

### ***Transition Process***

Transition team members for NS are in place in Philadelphia and working in Customer Service. The team's operational duration remains undetermined. The additional phone lines added to our toll-free number have enabled us to handle larger volumes of calls. The phone trace system, which is an automated feature of our toll-free line that allows a customer to trace the location of its cars by keying in car numbers on the telephone key pad, continues to work as expected.

### ***Personnel***

Additional training stations have been set up at three locations – Conway Yard (Pittsburgh); Elkhart, Indiana; and Columbus, Ohio – for training personnel involved in implementing new data systems on NS portions of Conrail. Fifty additional trainers supplied by an outside firm are assisting in systems rollout. All supervisory positions have been filled for Data Quality and the Agency Operations Center. All of the positions in Customer Service have been filled. New personnel are trained as they come into the Centers.

### ***Customer Awareness***

NS continues to host customer meetings to evaluate and provide feedback on the Company's planning processes and strategies. NS continues to make numerous meetings and presentations in order to keep our customers informed.

The Customer Resource Guide has been completed and distributed to our customers through our Sales Department. This guide provides customers with all resources and information necessary for doing business with the new NS.

The Help Desk Directory, a guide to services and benefits completed and sent to our customers prior to Split Date, lists key phone numbers that connect users to areas that may assist them in answering questions about NS. It is available in three formats: a pocket guide for employees, a list for customers, and an expanded version available for downloading from the Internet.

**Note:** Bold print indicates changes from previous report.

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SURFACE TRANSPORTATION BOARD

# Memorandum

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Office of the Secretary

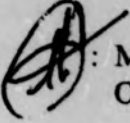
SEP 30 1999

Part of  
Public Record



DATE: September 30, 1999

**TO** : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

**FROM**  : Mel Clemens, Director  
Office of Compliance and Enforcement

**SUBJECT** : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

D

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

Attachments

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger





500 Water Street (J300)  
Jacksonville, FL 32202  
Phone (904) 366-4684  
Fax (904) 359-1705

**Danford L. Price**  
Assistant Vice President -  
Service Measurements

September 29, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, September 24. The measurements for this reporting week continue to display the adverse effects of Hurricane Floyd, particularly throughout the eastern part of the railroad. Cars and trains continued to be held back throughout the western part of the railroad in order to avoid creating congestion in eastern yards from a wave of hurricane-delayed cars. The flooding caused by the storm continued in certain areas through Saturday and Sunday of the reporting week. Trains continued to be rerouted to avoid areas damaged by the storm, especially the I-95 corridor through the Carolinas.

An update on the more significant impact areas of Hurricane Floyd reported in our last transmittal letter follows:

- Major washout on our mainline between Rocky Mount, NC and Richmond, VA at Halifax, NC. Service restored, Wednesday, September 22. This is a temporary fix; a permanent fix will require the installation of a 250 foot bridge, which is already under construction.
- In Eastern North Carolina, the W&W Subdivision (serving major receivers of feed grain) Service restored: Thursday, September 23.
- Portsmouth Subdivision in Northern North Carolina and Southeastern Virginia. Service restored to some segments on September 25. Bad track conditions still apply at Franklin, VA, Union Camp, where CSXT is storing approximately 100 cars for Union Camp, which can not be delivered due to track conditions.
- Eastern North Carolina, the Tarboro and Parmele Subdivisions continued to be under water in many places. Service has been restored to some track segments. Others should be in service September 29.

- North Jersey (Oak Island to Albany) was mostly restored by Sunday, September 19 with speed restrictions. However extensive repair and maintenance was performed during the reported week.

With the restoration of service to our normal routes, CSXT no longer needs to reroute traffic around hurricane-impacted areas. However this report reflects the impact to terminals such as Atlanta, Birmingham, Waycross, Nashville, Cincinnati, Louisville, Willard, Buffalo, and Albany that received rerouted traffic and/or staged rerouted traffic for the impacted areas. Our train speeds have also been affected by the residual effect of slow orders. This is common for a period of time after storms, when track and signal repair work is being performed. The increase in total-cars-on-line is attributed to the build up of traffic for hurricane impacted areas and the extra transit time involved in moving traffic over rerouted territory.

The reports this week do indicate normal operating conditions outside of the immediate hurricane impact area, with most measurements moving very little. Total cars on line increased to 255,059. Train speed decreased from 18.5 the previous week to 18.0 the current week. Terminal dwell increased to 34.1 hours from 33.8 hours reported last week.

Within the Shared Asset Areas, daily on-hand car counts decreased at Oak Island and Pavonia, while North Yard saw a slight increase. Terminal dwell time composite, for all three yards, increased from 44.0 hours to 46.1 hours. Oak Island and Pavonia saw an increase, where crew and power availability for outbound trains impacted dwell times. North Yard at Detroit showed a decrease in dwell hours.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

### **Chicago Gateway Operations**

The storms in the North Jersey area dramatically affected gateway operations in many parts of our network. Crew and power availability fell, and with it our ability to operate trains from/to the immediately affected area. This in turn affected operations elsewhere. Interchange performance for all roads decreased from last week in the on-time-to-two-hours-late category, down twelve percentage points from last week. In the more than six hours late category there was an increase of six percentage points. Although still an item of management focus, the performance has not caused significant reported problems for customers or connecting carriers.

### **Yards and Terminals**

The direct and indirect effects of Hurricane Floyd are reflected in these statistics as well. As noted, the storm affected the northern part of the railroad throughout the reported week. Train service was reduced in areas of the storms and high water. Cars were held in other terminals. Yard and terminal measurements again show a stable trend, in spite of holding traffic for the east and trains rerouted during the week.

Average daily dwell increased slightly at the IHB yards, Blue Island and Gibson. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week. This week the dwell hours were down 2.6 hours.

We have distributed the cars held out from the Hurricane-affected areas broadly throughout our network. As a consequence, yards remain fluid, though heavy. As the hurricane moved up the East Coast into the Jersey areas and we were able to restore service behind its path. Weekly dwell hours at some terminals were quite high, but never alarmingly so. These fluctuations, while occasionally of concern, remained within operational control limits.

### **Corridor Performance**

In this reporting week, only one of the six corridors improved when compared to the previous week in the on-time-to-two-hours-late category. The best performance during the reported week was the New Orleans to Carolinas corridor. This was followed by the I-95, which was down from the previous week, however no Intermodal trains were included in the counts for this reporting week due to the mainline outage at Halifax, NC. Overall, the percent of trains in the greater-than-six-hours-late category increased by ten percentage points, while the percentage of trains in the on-time-to-two-hours-late category also decreased by ten percentage points from the previous week.

### **Shared Areas**

Daily average on hand car counts decreased at Oak Island and Pavonia due mainly to controlling the flow of cars back into these yards to avoid congestion. Detroit North Yard increased slightly. Eastern conditions reflect beginning-of-week clear-out of prior week Hurricane Floyd traffic, while Detroit North Yard reflects a modest midweek increase, particularly in empties available for loading. All volumes remain within either expected norms or prior observed levels.

Overall terminal dwell time increased from 44.0 hours to 46.1 hours. Oak Island and Pavonia elapsed time increased marginally due to the impact of Hurricane Floyd (particularly on Monday 9/20). North Yard dwell time improved.

Reported road train delay hours for crew and power decreased significantly over the prior week when the hurricane-impact was most severe. Delay hours for unavailable crews were down 10% from the previous week with a total of 10 trains being delayed. Reported power delays were down 54% from the previous week with 6 trains being delayed compared to 17 trains the previous week.

### **Additional Measurements**

Cars Offered in Interchange increased to a daily average of 189, which was considerably more than has been reported in the past few weeks. Total Train Delay per the daily snapshot also increased because of crew and locomotive availability. Blocked Sidings or Multiple Main Lines improved throughout the week as weather conditions improved and engineering recovery work progressed, and fewer trains were staged. Locomotive Out of Service Ratio increased slightly (5.1% versus 4.8% for the previous week).



On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the seventh week. Amtrak on-time performance was 11% for 9 trains, and MARC train performance was at 93% for 90 trains.

Due to the immediate and residual effects of Hurricane Floyd, these have been a very demanding two weeks. CSXT expects to continue to feel the impact of the hurricane in our measures. At this time, all CSXT and Shared Asset Area primary routes have been re-opened. While work progresses to bring the infrastructure back up to normal operating conditions, train and terminal operations continue to be hampered by these reduced conditions. However, CSXT is meeting these challenges and positioning our railroad for the Fall Surge. Our people are working hard and are committed to providing improved service.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements



# Surface Transportation Board

## Performance Measures

For the week ending: 09/24/99

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/20/99	9/21/99	9/22/99	9/23/99	9/24/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	531	505	572	529	690
	Cars On Hand - Empty	378	455	570	624	672
	Cars On Hand - Total	909	960	1142	1153	1362
	Cars Handled	498	633	748	528	615
	Dwell Hours	81.4	46.3	46.5	49.5	63.2
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	199	326	365	353	316
	Cars On Hand - Empty	300	258	472	373	398
	Cars On Hand - Total	499	584	837	726	714
	Cars Handled	332	171	553	379	392
	Dwell Hours	83.2	53.4	25.0	49.2	39.1
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	132	257	228	227	241
	Cars On Hand - Empty	100	106	174	166	100
	Cars On Hand - Total	232	363	402	393	341
	Cars Handled	306	239	197	306	277
	Dwell Hours	26.0	20.6	17.2	22.6	26.9

**CSX Comments:** Daily average on hand car counts decreased at Oak Island and Pavonia, while North Yard increased slightly. Pavonia and Oak Island reflect beginning-of-week clear-out of prior week Hurricane Floyd traffic, while North Yard reflects a modest midweek increase in empties available for loading. All volumes remain within either expected norms or prior observed levels. Overall terminal dwell increased from 44.0 hours to 46.1 hours. Oak Island and Pavonia elapsed time increased marginally due to impact of Hurricane Floyd (particularly on Monday 9/20). North Yard elapsed time performance improved, most notably in outbound road traffic.

# Surface Transportation Board

## Performance Measures

For the week ending: 09/24/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/20/99	9/21/99	9/22/99	9/23/99	9/24/99
North Jersey SAA	Number of Originations	11	16	15	15	16
	% Ontime	36%	44%	40%	37%	44%
	% Late 0-2 Hours	36%	13%	20%	16%	19%
	% Late 2-4 Hours	9%	19%	20%	11%	6%
	% Late 4-6 Hours	18%	19%	13%	26%	13%
	% Late GT 6 Hours	0%	6%	7%	11%	19%
South Jersey SAA	Number of Originations	7	8	9	9	6
	% Ontime	14%	13%	33%	0%	33%
	% Late 0-2 Hours	14%	13%	0%	22%	0%
	% Late 2-4 Hours	29%	25%	22%	44%	33%
	% Late 4-6 Hours	0%	0%	0%	11%	33%
	% Late GT 6 Hours	43%	50%	44%	22%	0%
Detroit SAA	Number of Originations	8	9	9	7	4
	% Ontime	50%	56%	44%	43%	25%
	% Late 0-2 Hours	25%	0%	22%	29%	75%
	% Late 2-4 Hours	13%	22%	11%	0%	0%
	% Late 4-6 Hours	0%	22%	11%	14%	0%
	% Late GT 6 Hours	13%	0%	11%	14%	0%

**CSX Comments:** Reported road train delay hours for crew and power decreased significantly over the prior week. Delay hours for unavailable crews were down 10% from the previous week with a total of 10 trains being delayed. Reported power delays were down 54% from the previous week with 6 trains being delayed compared to 17 trains the previous week.

## Surface Transportation Board

### Performance Measures

For the week ending: 09/24/99

#### CSXT Cars Offered in Interchange but not Accepted

(Snapshot at Midnight for Day Measured)

Measure	Railroad Offered To	Monday 9/20/99	Tuesday 9/21/99	Wednesday 9/22/99	Thursday 9/23/99	Friday 9/24/99	Daily Average
Cars Offered	NS	176	198	176	174	174	180
	All Other	16	1	0	15	15	9
	Total	192	199	176	189	189	189

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### CSXT Train Delay

(Snapshot at 14:30 for Day Measured)

Measure	Cause of Delay	Monday 9/20/99	Tuesday 9/21/99	Wednesday 9/22/99	Thursday 9/23/99	Friday 9/24/99	Weekly Total
Train Delay	Crew	0	0	0	0	0	0
	Power	10	11	8	7	5	41
	Congestion/Staging	0	2	4	5	1	12
	Total	10	13	12	12	6	53

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).

## Surface Transportation Board

### Performance Measures

For the week ending: 09/24/99

#### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	9/20/99	9/21/99	9/22/99	9/23/99	9/24/99	Total
Blocked	Sidings	0	0	0	0	0	0
	Multiple Main Lines	0	2	4	5	1	12
	Total	0	2	4	5	1	12

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

#### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotive	9/20/99	9/21/99	9/22/99	9/23/99	9/24/99	Average
Locomotive OOS	OOS Ratio	4.9	4.8	5.3	5.6	4.8	5.1

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

#### CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	9/20/99	9/21/99	9/22/99	9/23/99	9/24/99	Average
AMTK	Trains	1	2	2	2	2	9
	% On Time	0%	50%	0%	0%	0%	11%
MARC	Trains	18	18	18	18	18	90
	% On Time	100%	94%	83%	94%	94%	93%

AMTK measured according to contract with CSXT.



**George A. Aspatore**  
**General Solicitor**

(757) 629-2657  
(757) 533-4872  
E-mail gaaspato@nscorp.com

September 29, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending September 24, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.  
September 29, 1999  
Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures

September 29, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

This week's report indicates little overall change in the performance measures of the NS system. Outside of the Shared Assets Areas, the effects of Hurricane Floyd's movement along the East Coast ultimately did not have a significant impact on the physical infrastructure of our system. Still, from an operational standpoint, the damage and obstruction caused by flooding in the New Jersey area did impact overall system measures, contributing to a reduction in average train speed and an increase in average terminal dwell time. Measures in next week's report will show similar impacts of flooding due to the "ripple effect" emanating from the SAA that is being felt in the adjoining divisions in the aftermath of our recovery efforts. On the monitored corridors and Chicago gateway operations, 118 trains were held for terminal congestion, 56 trains were held for crews, and 61 trains were held for power.

In the Shared Assets Areas, as mentioned previously, flooding prompted an increase in average terminal dwell times at Pavonia, NJ and Oak Island, NJ. However, there was noticeable improvement with respect to train delays. Lack of power resulted in 6 trains being delayed for 120 hours, while 10 trains were held for 104 hours awaiting crews. Additionally, six originating trains were delayed for 27 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 71% of the train delay hours in the SAAs.

NS continues to handle strong traffic volumes, and as we proceed into October, I anticipate that our system will sustain that capability.

Sincerely



### NS Cars Offered in Interchange but not Accepted

offered	Monday 20-Sep	Tuesday 21-Sep	Wednesday 22-Sep	Thursday 23-Sep	Friday 24-Sep	daily average
CSX	0	0	0	0	0	0
other	98	98	98	0	66	72
<b>Total</b>	<b>98</b>	<b>98</b>	<b>98</b>	<b>0</b>	<b>66</b>	<b>72</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### NS Train Delay

cause	Monday 20-Sep	Tuesday 21-Sep	Wednesday 22-Sep	Thursday 23-Sep	Friday 24-Sep	total
Crew	10	6	13	3	12	44
Power	8	7	6	3	13	37
Yard Congestion	19	18	16	23	21	97
<b>Total</b>	<b>37</b>	<b>31</b>	<b>35</b>	<b>29</b>	<b>46</b>	<b>178</b>

Snapshot taken between 2:00 and 3:00 each day  
Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

track	Monday 20-Sep	Tuesday 21-Sep	Wednesday 22-Sep	Thursday 23-Sep	Friday 24-Sep	total
Multiple Mains	10	8	11	15	11	55
Siding	14	8	13	9	12	56
<b>Total</b>	<b>24</b>	<b>16</b>	<b>24</b>	<b>24</b>	<b>23</b>	<b>111</b>

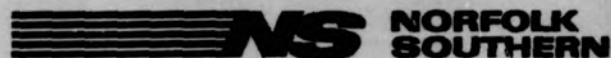
Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 20-Sep	Tuesday 21-Sep	Wednesday 22-Sep	Thursday 23-Sep	Friday 24-Sep	week avg.
<b>Total</b>	<b>6.3%</b>	<b>5.9%</b>	<b>5.3%</b>	<b>5.0%</b>	<b>5.5%</b>	<b>5.8%</b>

Snapshot taken at midnight  
Does not include locomotives leased out or stored

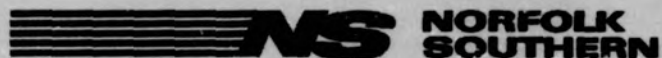




For the week ending 9/24/99

**Shared Asset Train Origination Performance**

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit	9/20/99	8	50%	25%	13%	0%	13%
	9/21/99	9	56%	0%	22%	22%	0%
	9/22/99	9	44%	22%	11%	11%	11%
	9/23/99	7	43%	29%	0%	14%	14%
	9/24/99	4	25%	75%	0%	0%	0%
<b>Detroit Total</b>		<b>37</b>	<b>46%</b>	<b>24%</b>	<b>11%</b>	<b>11%</b>	<b>8%</b>
North Jersey	9/20/99	11	36%	36%	9%	18%	0%
	9/21/99	16	44%	13%	19%	19%	6%
	9/22/99	15	40%	20%	20%	13%	7%
	9/23/99	19	37%	16%	11%	26%	11%
	9/24/99	16	44%	19%	6%	13%	19%
<b>North Jersey Total</b>		<b>77</b>	<b>40%</b>	<b>19%</b>	<b>13%</b>	<b>18%</b>	<b>9%</b>
South Jersey	9/20/99	7	14%	14%	29%	0%	43%
	9/21/99	8	13%	13%	25%	0%	50%
	9/22/99	9	33%	0%	22%	0%	44%
	9/23/99	9	0%	22%	44%	11%	22%
	9/24/99	6	33%	0%	33%	33%	0%
<b>South Jersey Total</b>		<b>39</b>	<b>18%</b>	<b>10%</b>	<b>31%</b>	<b>8%</b>	<b>33%</b>
<b>Grand Total</b>		<b>153</b>	<b>37%</b>	<b>18%</b>	<b>18%</b>	<b>15%</b>	<b>18%</b>



For the week ending 9/24/99

Shared Asset Area - Yard Performance

Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	9/20/99	850	100	132	232	306	26.0
	9/21/99	850	106	257	363	239	20.6
	9/22/99	850	174	228	402	197	17.2
	9/23/99	850	166	227	393	306	22.6
	9/24/99	850	100	241	341	277	26.9
North Yard MI Average		850	129	217	346	265	23.1
Oak Island NJ	9/20/99	1200	378	531	909	498	81.4
	9/21/99	1200	455	505	960	633	46.3
	9/22/99	1200	570	572	1142	748	46.5
	9/23/99	1200	624	529	1153	528	49.5
	9/24/99	1200	672	690	1362	615	63.2
Oak Island NJ Average		1200	540	565	1105	604	56.1
Pavonia NJ	9/20/99	900	300	199	499	332	83.2
	9/21/99	900	258	326	584	171	53.4
	9/22/99	900	472	365	837	553	25.0
	9/23/99	900	373	353	726	379	49.2
	9/24/99	900	398	316	714	392	39.1
Pavonia Average		900	360	312	672	365	46.3

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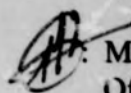
SURFACE TRANSPORTATION BOARD

# Memorandum



DATE: September 22, 1999


**TO** : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

**FROM** : Mel Clemens, Director  
Office of Compliance and Enforcement

ENTERED  
Office of the Secretary

SEP 23 1999

Part of  
Public Record



**SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA**

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

**Attachments**

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger



500 Water Street (J300)  
Jacksonville, FL 32202  
Phone (904) 366-4684  
Fax (904) 359-1705

Danford L. Price  
Assistant Vice President -  
Service Measurements

September 22, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, September 17. Measurements for this reporting week are significantly impacted by the effects of Hurricane Floyd, particularly throughout the eastern part of the railroad. The effects of the storm were not limited to rail operations in the east. Cars and trains were held back throughout the western part of the railroad in order to eliminate congestion as well as to avoid damage to the rolling stock. Complete trains had to be rerouted to avoid areas damaged by the storm.

A full description of the effects of Hurricane Floyd on CSXT would be far beyond the scope of this letter. However some of the more significant impact includes:

- A washout on our mainline between Rocky Mount, NC and Richmond, VA at Halifax, NC, 140 feet long and 30 feet deep that took out a 15 foot arch. A temporary fix should be in place today, but a permanent fix will require the construction of a new, 250 foot bridge, which is in process of being built.
- In Eastern North Carolina, the W&W Subdivision has three washouts and is still under water in places, expected to return to service on Sept. 23.
- Portsmouth Subdivision in Northern North Carolina and Southeastern Virginia had numerous washouts and is still under water in places.
- Also, in Eastern North Carolina, the Tarboro and Parmalee Subdivisions continue to be under water in many places. No figure on restoration at this time.
- Philadelphia to Oak Island, flooded extensively, signals were out for 43 miles.

These of course are only examples of problems encountered up and down the coast.

The Customer Service Center deployed teams to Atlanta and Pittsburgh to continue Customer Service functions critical to train operations.

The reports this week nonetheless, indicate normal operating conditions outside of the immediate hurricane impact area, with most measurements moving very little. Total cars on line basically remained unchanged, slightly down at 250,881. Train speed decreased from 19.0 the previous week to 18.5 the current week. Terminal dwell increased to 33.8 hours from 31.5 hours reported last week. The decision to hold eastbound cars had an obvious impact on this number.

Within the shared asset areas, daily on-hand car counts decreased at Oak Island, while North Yard and Pavonia saw an increase. Terminal dwell time composite, for all three yards, decreased from 44.3 hours to 44.0 hours. However, Pavonia saw the most significant increase, where crew and power availability for outbound trains impacted dwell times. North Yard at Detroit also showed an increase in dwell hours.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

### **Gateway Operations**

Interchange performance for all roads remained basically the same from last week in the on-time-to-two-hours-late category, down one percentage point from last week. In the more than six hours late category there was a decrease of seven percentage points, the best in the last three weeks. Although still an item of management focus, the performance has not caused significant reported problems for customers or connecting carriers.

### **Yards and Terminals**

This week, the impact of Hurricane Floyd is included in the statistics. Train service was reduced in areas of the storms and high water. This resulted in cars being held at various terminals. Yard and terminal measurements again show a stable trend, in spite of the traffic patterns which occurred during the week.

Average daily dwell decreased slightly at the IHB yards, Blue Island and Gibson. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week.

Yard performance measurements reveal the kind of fluctuations that can be expected when a hurricane moves along the East Coast. For instance, cars on-hand at Sellkirk (Albany) remained high (North Jersey floods), although terminal dwell actually decreased slightly this week. Cars on-hand at Buffalo were basically the same, but terminal dwell showed a slight decrease. Syracuse handled about the same number of cars as the previous week, but had an increase in dwell. The cars on-hand at Chicago (Barr) were unchanged, but dwell time increased slightly. Cincinnati (Queensgate) cars on-hand remained as reported last week, with dwell decreasing slightly. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week. This week, the dwell hours at Willard decreased from the previous week, but car counts remained high.



In short, we are encountering no exceptional yard/terminal operating difficulties. As the hurricane moved up the East Coast, the areas impacted from the storms and high water moved as well. Weekly dwell hours at some terminals occasionally have been higher than optimum, while others show real improvement. These fluctuations are all within normal operational control limits. CSXT continues to balance the network for improvement.

### **Corridor Performance**

In this reporting week, again four of the six corridors improved when compared to the previous week in the on-time-to-two-hours-late category. The corridor with the best performance during the reported week, the I-95 corridor, had a perfect week of 100% with a slight decrease in the volume of trains measured due to the hurricane. This was followed by the New Orleans to Carolinas, which increased by another eight percentage points from last week. The two corridors that declined this week were both destined to the hurricane impacted areas. Overall, the percent of trains in the greater-than-six-hours-late category improved by 2 percentage points, while the percentage of trains in the on-time-to-two-hours-late category also improved by 5 percentage points.

### **Shared Areas**

Daily average on hand car counts increased at Oak Island and Pavonia, while Detroit North Yard decreased slightly. Eastern conditions reflect end-of-week congestion stemming from Hurricane Floyd. All volumes remain within either expected norms or prior observed levels.

Overall terminal dwell time still decreased from 44.3 hours to 44.0 hours. Detroit North Yard and Pavonia elapsed time increased marginally due to holding outbound trains for crew and power, and Oak Island remained steady.

Although the impact of road train delays was felt more acutely at Pavonia and North Yard this past week, overall road train delay hours for crew and power decreased marginally over the prior week.

### **Additional Measurements**

Because of the hurricane, Cars Offered in Interchange dropped to a daily average of 7, which was considerably less than has been reported in the past few weeks. Total Train Delay per the daily snapshot also increased because of crew and locomotive availability. Blocked Sidings or Multiple Main Lines increased throughout the week as trains were staged to prevent high water. Locomotive Out of Service Ratio improved slightly (4.8% versus 5.3% for the previous week).

On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the fifth week. Amtrak on-time performance was 63% for 8 trains, and MARC train performance was at 92% for 61 trains, same as the previous week. Amtrak was impacted primarily due to being rerouted over the NS from the I-95 corridor.



CSX will continue to feel the impact of Hurricane Floyd in our measures for the next few reporting weeks. Maintenance crews are working diligently to repair the infrastructure to open those routes closed as a result of high water and wind conditions. As this work progresses, primary routes will be re-opened to allow for normal traffic flows.

This was a very difficult week for CSXT and for all transportation companies in the East. The fact that service was maintained in areas not immediately impacted and the speed with which we are restoring service along the coast is a tribute to our employees – both management and labor – whose dedication made our success possible.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements

## Surface Transportation Board

### Performance Measures

For the week ending: 09/17/99

#### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	578	786	711	627	856
	Cars On Hand - Empty	468	527	779	676	578
	Cars On Hand - Total	1046	1313	1490	1303	1434
	Cars Handled	527	428	809	318	161
	Dwell Hours	68.2	50.3	45.4	49.5	63.8
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	256	276	294	484	416
	Cars On Hand - Empty	291	282	390	513	505
	Cars On Hand - Total	547	558	684	997	921
	Cars Handled	227	375	321	383	220
	Dwell Hours	51.5	60.9	32.1	34.4	45.1
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	202	177	163	187	251
	Cars On Hand - Empty	80	60	143	108	89
	Cars On Hand - Total	282	237	306	295	340
	Cars Handled	247	219	224	284	254
	Dwell Hours	28.0	28.7	24.0	23.7	25.1

**CSX Comments:** Daily average on hand car counts increased at Oak Island and Pavonia, while Detroit North Yard decreased slightly. Eastern conditions reflect end of the week congestion from Hurricane Floyd. All volumes remain within either expected norms or prior observed levels. Overall terminal dwell time decreased from 44.3 hours last week to 44.0 hours this week. Detroit North Yard and Pavonia elapsed time increased marginally due to holding out-bound trains for crew and power. Oak Island remained steady.

# Surface Transportation Board

## Performance Measures

For the week ending: 09/17/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99
North Jersey SAA	Number of Originations	14	12	10	6	0
	% Ontime	43%	58%	50%	50%	N/A
	% Late 0-2 Hours	14%	25%	20%	33%	N/A
	% Late 2-4 Hours	14%	0%	10%	0%	N/A
	% Late 4-6 Hours	7%	0%	10%	0%	N/A
	% Late GT 6 Hours	21%	17%	10%	17%	N/A
South Jersey SAA	Number of Originations	6	5	5	2	0
	% Ontime	17%	60%	0%	0%	N/A
	% Late 0-2 Hours	17%	0%	60%	50%	N/A
	% Late 2-4 Hours	33%	0%	40%	0%	N/A
	% Late 4-6 Hours	0%	0%	0%	0%	N/A
	% Late GT 6 Hours	33%	40%	0%	50%	N/A
Detroit SAA	Number of Originations	9	7	7	7	4
	% Ontime	44%	43%	29%	43%	50%
	% Late 0-2 Hours	11%	29%	14%	0%	25%
	% Late 2-4 Hours	11%	14%	0%	0%	25%
	% Late 4-6 Hours	11%	0%	14%	29%	0%
	% Late GT 6 Hours	22%	14%	43%	29%	0%

**CSX Comments:** Although the impact of road train delays was felt more acutely at Pavonia and North Yard, overall road train delay hours for crew and power decreased marginally over the prior week. 11 trains were delayed a total of 116 hours for unavailable crews, while reported power delays delayed 17 trains for 266 hours. 9 originating trains were delayed for 67 hours due to late arrivals from CSX/NS. Due to Hurricane Floyd there were no originating trains departing Pavonia or Oak Island on Friday, September 17th.

## ***Surface Transportation Board***

### **Performance Measures**

**For the week ending: 09/17/99**

#### **CSXT Cars Offered in Interchange but not Accepted**

(Snapshot at Midnight for Day Measured)

		Monday 9/13/99	Tuesday 9/14/99	Wednesday 9/15/99	Thursday 9/16/99	Friday 9/17/99	Daily Average
Measure	Railroad Offered To						
Cars Offered	NS	8	8	7	6	5	7
	All Other	0	0	0	0	0	0
	Total	8	8	7	6	5	7

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### **CSXT Train Delay**

(Snapshot at 14:30 for Day Measured)

		Monday 9/13/99	Tuesday 9/14/99	Wednesday 9/15/99	Thursday 9/16/99	Friday 9/17/99	Weekly Total
Measure	Cause of Delay						
Train Delay	Crew	0	0	0	0	0	0
	Power	4	3	8	3	1	19
	Congestion/Staging	0	2	3	0	7	12
	Total	4	5	11	3	8	31

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).



## Surface Transportation Board

### Performance Measures

For the week ending: 09/17/99

#### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Total
Blocked	Sidings	0	0	0	0	7	7
	Multiple Main Lines	0	2	3	0	0	5
	Total	0	2	3	0	7	12

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

#### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotive	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Average
Locomotive OOS	OOS Ratio	5.5	5.1	4.3	4.2	4.7	4.8

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

#### CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Average
AMTK	Trains	2	2	0	2	2	8
	% On Time	100%	100%	N/A	0%	50%	63%
MARC	Trains	18	18	0	7	18	61
	% On Time	100%	100%	N/A	29%	100%	92%

AMTK measured according to contract with CSXT.

**George A. Aspatore**  
**General Solicitor**

(757) 629-2657  
(757) 533-4872  
E-mail gaaspato@nscorp.com

September 22, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending September 17, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.  
September 22, 1999  
Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



September 22, 1999

Mr. Melvir F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

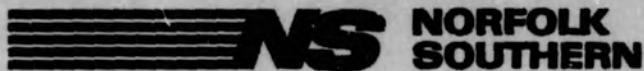
The performance measures we are reporting this week reflect that the NS system continues to "hold its own" amidst strong traffic volumes. Cars on line remained relatively steady compared to the week previously reported, while average train speed showed a slight increase and the average dwell time dropped. These measurements indicate that our system maintained fluidity. To a certain extent our operations were impacted adversely by the onset of Hurricane Floyd toward the end of the week. However, we expect that the predominant effects of the storm will be evidenced in next week's reported measures. On the monitored corridors and Chicago gateway operations, 109 trains were held for terminal congestion, 47 trains were held for crews, and 62 trains were held for power.

In the Shared Assets Areas, the yards generally remained fluid. On-hand car volumes increased at Pavonia, NJ and Oak Island, NJ, but showed a slight decrease at North Yard, MI. Overall terminal dwell time decreased by a small amount. Lack of power resulted in 17 trains being delayed for 266 hours, while 11 trains were held for 116 hours awaiting crews. Additionally, 9 originating trains were delayed for 67 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 73% of the train delay hours in the SAAs.

Given the volume of traffic our system is handling as we progress into the peak shipping season, the ability of the system to show improvement in some of its key performance measures is encouraging. As our information system rollout continues and we diligently pursue data quality improvement, I feel that NS will continue to reap the benefits of that diligence and remain in a position to handle the usual challenges of the season.

Sincerely,





### NS Cars Offered in Interchange but not Accepted

offered	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	daily average
CSX	0	0	0	0	0	0
other	0	0	0	0	153	31
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>153</b>	<b>31</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### NS Train Delay

cause	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	total
Crew	5	2	2	6	24	39
Power	4	7	11	4	9	35
Yard Congestion	9	20	21	18	17	85
<b>Total</b>	<b>18</b>	<b>29</b>	<b>34</b>	<b>28</b>	<b>50</b>	<b>159</b>

Snapshot taken between 2:00 and 3:00 each day  
Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

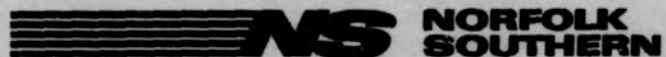
track	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	total
Multiple Mains	2	5	9	12	17	45
Siding	9	5	12	6	13	45
<b>Total</b>	<b>11</b>	<b>10</b>	<b>21</b>	<b>18</b>	<b>30</b>	<b>90</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	week avg.
<b>Total</b>	<b>6.1%</b>	<b>1.6%</b>	<b>6.1%</b>	<b>6.1%</b>	<b>5.5%</b>	<b>5.1%</b>

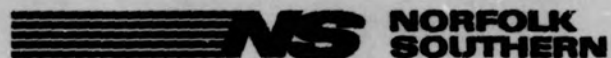
Snapshot taken at midnight  
Does not include locomotives leased out or stored



For the week ending 9/17/99

Shared Asset Area - Yard Performance

Yard	date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	9/13/99	850	80	202	282	247	28.0
	9/14/99	850	60	177	237	219	28.7
	9/15/99	850	143	163	306	224	24.9
	9/16/99	850	108	187	295	284	23.7
	9/17/99	850	89	251	340	254	25.1
North Yard MI Average		850	96	196	292	246	26.0
Oak Island NJ	9/13/99	1200	468	578	1046	527	68.2
	9/14/99	1200	527	786	1313	428	50.3
	9/15/99	1200	779	711	1490	809	45.4
	9/16/99	1200	676	627	1303	318	49.5
	9/17/99	1200	578	856	1434	161	63.8
Oak Island NJ Average		1200	606	712	1317	449	53.6
Pavonia NJ	9/13/99	900	291	256	547	227	51.5
	9/14/99	900	282	276	558	375	60.9
	9/15/99	900	390	294	684	321	32.1
	9/16/99	900	513	484	997	383	34.4
	9/17/99	900	505	416	921	220	45.1
Pavonia Average		900	396	345	741	305	44.5



For the week ending 9/17/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	9/13/99	9	44%	11%	11%	11%	22%
	9/14/99	7	43%	29%	14%	0%	14%
	9/15/99	7	29%	14%	0%	14%	43%
	9/16/99	7	43%	0%	0%	29%	29%
	9/17/99	4	50%	25%	25%	0%	0%
Detroit Total		34	41%	15%	9%	12%	24%
North Jersey Total	9/13/99	14	43%	14%	14%	7%	21%
	9/14/99	12	58%	25%	0%	0%	17%
	9/15/99	10	50%	20%	10%	10%	10%
	9/16/99	6	50%	33%	0%	0%	17%
	9/17/99	0					
North Jersey Total		42	50%	21%	7%	5%	17%
South Jersey Total	9/13/99	6	17%	17%	33%	0%	33%
	9/14/99	5	60%	0%	0%	0%	40%
	9/15/99	5	0%	60%	40%	0%	0%
	9/16/99	2	0%	50%	0%	0%	50%
	9/17/99	0					
South Jersey Total		18	22%	28%	22%	0%	28%
Grand Total		94	48%	24%	13%	6%	22%

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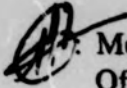
SURFACE TRANSPORTATION BOARD

# Memorandum




DATE: September 22, 1999

TO : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement

ENTERED  
Office of the Secretary  
SEP 23 1999  
Part of  
Public Record



SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

Attachments

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger



500 Water Street (1300)  
Jacksonville, FL 32202  
Phone (904) 366-4684  
Fax (904) 359-1705

Danford L. Price  
Assistant Vice President -  
Service Measurements

September 22, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, September 17. Measurements for this reporting week are significantly impacted by the effects of Hurricane Floyd, particularly throughout the eastern part of the railroad. The effects of the storm were not limited to rail operations in the east. Cars and trains were held back throughout the western part of the railroad in order to eliminate congestion as well as to avoid damage to the rolling stock. Complete trains had to be rerouted to avoid areas damaged by the storm.

A full description of the effects of Hurricane Floyd on CSXT would be far beyond the scope of this letter. However some of the more significant impact includes:

- A washout on our mainline between Rocky Mount, NC and Richmond, VA at Halifax, NC, 140 feet long and 30 feet deep that took out a 15 foot arch. A temporary fix should be in place today, but a permanent fix will require the construction of a new, 250 foot bridge, which is in process of being built.
- In Eastern North Carolina, the W&W Subdivision has three washouts and is still under water in places, expected to return to service on Sept. 23.
- Portsmouth Subdivision in Northern North Carolina and Southeastern Virginia had numerous washouts and is still under water in places.
- Also, in Eastern North Carolina, the Tarboro and Parmalee Subdivisions continue to be under water in many places. No figure on restoration at this time.
- Philadelphia to Oak Island, flooded extensively, signals were out for 43 miles.

These of course are only examples of problems encountered up and down the coast.

The Customer Service Center deployed teams to Atlanta and Pittsburgh to continue Customer Service functions critical to train operations.

The reports this week nonetheless, indicate normal operating conditions outside of the immediate hurricane impact area, with most measurements moving very little. Total cars on line basically remained unchanged, slightly down at 250,881. Train speed decreased from 19.0 the previous week to 18.5 the current week. Terminal dwell increased to 33.8 hours from 31.5 hours reported last week. The decision to hold eastbound cars had an obvious impact on this number.

Within the shared asset areas, daily on-hand car counts decreased at Oak Island, while North Yard and Pavonia saw an increase. Terminal dwell time composite, for all three yards, decreased from 44.3 hours to 44.0 hours. However, Pavonia saw the most significant increase, where crew and power availability for outbound trains impacted dwell times. North Yard at Detroit also showed an increase in dwell hours.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

#### **Gateway Operations**

Interchange performance for all roads remained basically the same from last week in the on-time-to-two-hours-late category, down one percentage point from last week. In the more than six hours late category there was a decrease of seven percentage points, the best in the last three weeks. Although still an item of management focus, the performance has not caused significant repeated problems for customers or connecting carriers.

#### **Yards and Terminals**

This week, the impact of Hurricane Floyd is included in the statistics. Train service was reduced in areas of the storms and high water. This resulted in cars being held at various terminals. Yard and terminal measurements again show a stable trend, in spite of the traffic patterns which occurred during the week.

Average daily dwell decreased slightly at the JHB yards, Blue Island and Gibson. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week.

Yard performance measurements reveal the kind of fluctuations that can be expected when a hurricane moves along the East Coast. For instance, cars on-hand at Selkirk (Albany) remained high (North Jersey floods), although terminal dwell actually decreased slightly this week. Cars on-hand at Buffalo were basically the same, but terminal dwell showed a slight decrease. Syracuse handled about the same number of cars as the previous week, but had an increase in dwell. The cars on-hand at Chicago (Barr) were unchanged, but dwell time increased slightly. Cincinnati (Queensgate) cars on-hand remained as reported last week, with dwell decreasing slightly. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week. This week, the dwell hours at Willard decreased from the previous week, but car counts remained high.



In short, we are encountering no exceptional yard/terminal operating difficulties. As the hurricane moved up the East Coast, the areas impacted from the storms and high water moved as well. Weekly dwell hours at some terminals occasionally have been higher than optimum, while others show real improvement. These fluctuations are all within normal operational control limits. CSXT continues to balance the network for improvement.

### **Corridor Performance**

In this reporting week, again, four of the six corridor improved when compared to the previous week in the on-time-to-two-hours-late category. The corridor with the best performance during the reported week, the I-95 corridor, had a perfect week of 100% with a slight decrease in the volume of trains measured due to the hurricane. This was followed by the New Orleans to Carolinas, which increased by another eight percentage points from last week. The two corridors that declined this week were both destined to the hurricane impacted areas. Overall, the percent of trains in the greater-than-six-hours-late category improved by 2 percentage points, while the percentage of trains in the on-time-to-two-hours-late category also improved by 5 percentage points.

### **Shared Areas**

Daily average on hand car counts increased at Oak Island and Pavonia, while Detroit North Yard decreased slightly. Eastern conditions reflect end-of-week congestion stemming from Hurricane Floyd. All volumes remain within either expected norms or prior observed levels.

Overall terminal dwell time still decreased from 44.3 hours to 44.0 hours. Detroit North Yard and Pavonia elapsed time increased marginally due to holding outbound trains for crew and power, and Oak Island remained steady.

Although the impact of road train delays was felt more acutely at Pavonia and North Yard this past week, overall road train delay hours for crew and power decreased marginally over the prior week.

### **Additional Measurements**

Because of the hurricane, Cars Offered in Interchange dropped to a daily average of 7, which was considerably less than has been reported in the past few weeks. Total Train Delay per the daily snapshot also increased because of crew and locomotive availability. Blocked Sidings or Multiple Main Lines increased throughout the week as trains were staged to prevent high water. Locomotive Out of Service Ratio improved slightly (4.8% versus 5.3% for the previous week).

On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the fifth week. Amtrak on-time performance was 63% for 8 trains, and MARC train performance was at 92% for 61 trains, same as the previous week. Amtrak was impacted primarily due to being rerouted over the NS from the I-95 corridor.

**CSX will continue to feel the impact of Hurricane Floyd in our measures for the next few reporting weeks. Maintenance crews are working diligently to repair the infrastructure to open those routes closed as a result of high water and wind conditions. As this work progresses, primary routes will be re-opened to allow for normal traffic flows.**

**This was a very difficult week for CSXT and for all transportation companies in the East. The fact that service was maintained in areas not immediately impacted and the speed with which we are restoring service along the coast is a tribute to our employees – both management and labor – whose dedication made our success possible.**

**Sincerely,**

**Danford L. Price  
Assistant Vice President  
Service Measurements**

# Surface Transportation Board

## Performance Measures

For the week ending: 09/17/99

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	578	786	711	627	856
	Cars On Hand - Empty	468	527	779	676	578
	Cars On Hand - Total	1046	1313	1490	1303	1434
	Cars Handled	527	428	809	318	161
	Dwell Hours	68.2	50.3	45.4	40.5	63.8
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	256	276	294	484	416
	Cars On Hand - Empty	291	282	390	513	505
	Cars On Hand - Total	547	558	684	997	921
	Cars Handled	227	375	321	383	220
	Dwell Hours	51.5	60.9	32.1	34.4	45.1
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	202	177	163	187	251
	Cars On Hand - Empty	80	60	143	108	89
	Cars On Hand - Total	282	237	306	295	340
	Cars Handled	247	219	224	284	254
	Dwell Hours	28.0	28.7	24.9	23.7	25.1

**CSX Comments:** Daily average on hand car counts increased at Oak Island and Pavonia, while Detroit North Yard decreased slightly. Eastern conditions reflect end of the week congestion from Hurricane Floyd. All volumes remain within either expected norms or prior observed levels. Overall terminal dwell time decreased from 44.3 hours last week to 44.0 hours this week. Detroit North Yard and Pavonia elapsed time increased marginally due to holding outbound trains for crew and power. Oak Island remained steady.



# Surface Transportation Board

## Performance Measures

For the week ending: 09/17/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99
North Jersey SAA	Number of Originations	14	12	10	6	0
	% Ontime	43%	58%	50%	50%	N/A
	% Late 0-2 Hours	14%	25%	20%	33%	N/A
	% Late 2-4 Hours	14%	0%	10%	0%	N/A
	% Late 4-6 Hours	7%	0%	10%	0%	N/A
	% Late GT 6 Hours	21%	17%	10%	17%	N/A
South Jersey SAA	Number of Originations	6	5	5	2	0
	% Ontime	17%	60%	0%	0%	N/A
	% Late 0-2 Hours	17%	0%	60%	50%	N/A
	% Late 2-4 Hours	33%	0%	40%	0%	N/A
	% Late 4-6 Hours	0%	0%	0%	0%	N/A
	% Late GT 6 Hours	33%	40%	0%	50%	N/A
Detroit SAA	Number of Originations	9	7	7	7	4
	% Ontime	44%	43%	29%	43%	50%
	% Late 0-2 Hours	11%	29%	14%	0%	25%
	% Late 2-4 Hours	11%	14%	0%	0%	25%
	% Late 4-6 Hours	11%	0%	14%	29%	0%
	% Late GT 6 Hours	22%	14%	43%	29%	0%

**CSX Comments:** Although the impact of road train delays was felt more acutely at Pavonia and North Yard, overall road train delay hours for crew and power decreased marginally over the prior week. 11 trains were delayed a total of 116 hours for unavailable crews, while reported power delays delayed 17 trains for 266 hours. 9 originating trains were delayed for 67 hours due to late arrivals from CSXT/NS. Due to Hurricane Floyd there were no originating trains departing Pavonia or Oak Island on Friday, September 17th.



## Surface Transportation Board

### Performance Measures

For the week ending: 09/17/99

#### CSXT Cars Offered in Interchange but not Accepted

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Average
Cars Offered	NS	8	8	7	6	5	7
	All Other	0	0	0	0	0	0
	Total	8	8	7	6	5	7

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### CSXT Train Delay

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Cause of Delay	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Total
Train Delay	Crew	0	0	0	0	0	0
	Power	4	3	8	3	1	19
	Congestion/Staging	0	2	3	0	7	12
	Total	4	5	11	3	8	31

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).

# Surface Transportation Board

## Performance Measures

For the week ending: 09/17/99

### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Total
Blocked	Sidings	0	0	0	0	7	7
	Multiple Main Lines	0	2	3	0	0	5
	Total	0	2	3	0	7	12

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotive	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Average
Locomotive OOS	OOS Ratio	5.5	5.1	4.3	4.2	4.7	4.8

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

### CSXT On Time Passenger Train Performance

"Baltimore Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	9/13/99	9/14/99	9/15/99	9/16/99	9/17/99	Average
AMTK	Trains	2	2	0	2	2	8
	% On Time	100%	100%	N/A	0%	50%	63%
MARC	Trains	18	18	0	7	18	61
	% On Time	100%	100%	N/A	29%	100%	92%

AMTK measured according to contract with CSXT.

**George A. Aspatore**  
**General Solicitor**

(757) 629-2657  
(757) 533-4872  
E-mail gaaspato@nscorp.com

September 22, 1999

**Mr. Melvin F. Clemens, Jr.**  
**Director, Office of Compliance and Enforcement**  
**Surface Transportation Board**  
**1925 K Street, NW**  
**Washington, D.C. 20423-0001**

Dear Mr. Clemens:

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending September 17, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.  
September 22, 1999  
Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



September 22, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

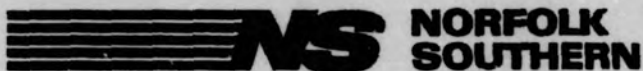
Dear Mr. Clemens:

The performance measures we are reporting this week reflect that the NS system continues to "hold its own" amidst strong traffic volumes. Cars on line remained relatively steady compared to the week previously reported, while average train speed showed a slight increase and the average dwell time dropped. These measurements indicate that our system maintained fluidity. To a certain extent our operations were impacted adversely by the onset of Hurricane Floyd toward the end of the week. However, we expect that the predominant effects of the storm will be evidenced in next week's reported measures. On the monitored corridors and Chicago gateway operations, 109 trains were held for terminal congestion, 47 trains were held for crews, and 62 trains were held for power.

In the Shared Assets Areas, the yards generally remained fluid. On-hand car volumes increased at Pavonia, NJ and Oak Island, NJ, but showed a slight decrease at North Yard, MI. Overall terminal dwell time decreased by a small amount. Lack of power resulted in 17 trains being delayed for 266 hours, while 11 trains were held for 116 hours awaiting crews. Additionally, 9 originating trains were delayed for 67 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 73% of the train delay hours in the SAAs.

Given the volume of traffic our system is handling as we progress into the peak shipping season, the ability of the system to show improvement in some of its key performance measures is encouraging. As our information system rollout continues and we diligently pursue data quality improvement, I feel that NS will continue to reap the benefits of that diligence and remain in a position to handle the usual challenges of the season.

Sincerely,



### NS Cars Offered in Interchange but not Accepted

offered	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	daily average
CSX	0	0	0	0	0	0
other	0	0	0	0	153	31
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>153</b>	<b>31</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### NS Train Delay

cause	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	total
Crew	5	2	2	6	24	39
Power	4	7	11	4	9	35
Yard Congestion	9	20	21	18	17	85
<b>Total</b>	<b>18</b>	<b>29</b>	<b>34</b>	<b>28</b>	<b>50</b>	<b>159</b>

Snapshot taken between 2:00 and 3:00 each day  
Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

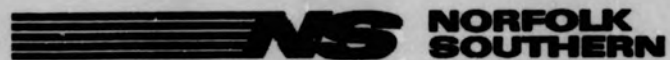
track	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	total
Multiple Mains	2	5	9	12	17	45
Siding	9	5	12	6	13	45
<b>Total</b>	<b>11</b>	<b>10</b>	<b>21</b>	<b>18</b>	<b>30</b>	<b>90</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 13-Sep	Tuesday 14-Sep	Wednesday 15-Sep	Thursday 16-Sep	Friday 17-Sep	week avg.
<b>Total</b>	<b>6.1%</b>	<b>1.6%</b>	<b>6.1%</b>	<b>6.1%</b>	<b>5.5%</b>	<b>5.1%</b>

Snapshot taken at midnight  
Does not include locomotives leased out or stored

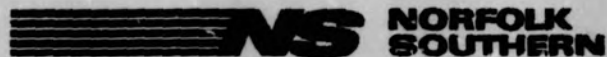


For the week ending 9/17/99

Shared Asset Area - Yard Performance

Yard	date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	9/13/99	850	80	202	282	247	28.0
	9/14/99	850	60	177	237	219	28.7
	9/15/99	850	143	163	306	224	24.9
	9/16/99	850	108	187	295	284	23.7
	9/17/99	850	89	251	340	254	25.1
North Yard MI Average		850	96	196	292	246	26.0
Oak Island NJ	9/13/99	1200	468	578	1046	527	68.2
	9/14/99	1200	527	786	1313	428	50.3
	9/15/99	1200	779	711	1490	809	45.4
	9/16/99	1200	676	627	1303	318	49.5
	9/17/99	1200	578	856	1434	161	63.8
Oak Island NJ Average		1200	606	712	1317	449	53.6
Pavonia NJ	9/13/99	900	291	256	547	227	51.5
	9/14/99	900	282	276	558	375	60.9
	9/15/99	900	390	294	684	321	32.1
	9/16/99	900	513	484	997	383	34.4
	9/17/99	900	505	416	921	220	45.1
Pavonia Average		900	396	345	741	305	44.5





For the week ending 9/17/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	9/13/99	9	44%	11%	11%	11%	22%
	9/14/99	7	43%	29%	14%	0%	14%
	9/15/99	7	29%	14%	0%	14%	43%
	9/16/99	7	43%	0%	0%	29%	29%
	9/17/99	4	50%	25%	25%	0%	0%
Detroit Total		34	41%	15%	9%	12%	24%
North Jersey Total	9/13/99	14	43%	14%	14%	7%	21%
	9/14/99	12	58%	25%	0%	0%	17%
	9/15/99	10	50%	20%	10%	10%	10%
	9/16/99	6	50%	33%	0%	0%	17%
	9/17/99	0					
North Jersey Total		42	50%	21%	7%	5%	17%
South Jersey Total	9/13/99	6	17%	17%	33%	0%	33%
	9/14/99	5	60%	0%	0%	0%	40%
	9/15/99	5	0%	60%	40%	0%	0%
	9/16/99	2	0%	50%	0%	0%	50%
	9/17/99	0					
South Jersey Total		18	22%	28%	22%	0%	28%
Grand Total		94	48%	24%	13%	6%	22%



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SURFACE TRANSPORTATION BOARD

# Memorandum




DATE: September 16, 1999

TO : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

ENTERED  
Office of the Secretary

SEP 16 1999

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement

Part of  
Public Record

SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

Attachments

cc: Chairman Morgan  
Vice Chairman Ciyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Reminger



500 Water Street (J300)  
Jacksonville, FL 32202  
Phone (904) 366-4684  
Fax (904) 359-1705

Danford L. Price  
Assistant Vice President -  
Service Measurements

September 14, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, September 10th. This reporting week also involved the Labor Day weekend.

The reports this week continue to indicate normal operating conditions, most measurements moving very little. Total cars on line basically remained unchanged at 252,057. Train speed improved from 18.4 the previous week to 19.0 the current week. Terminal dwell showed little change at 31.5.

Within the shared asset areas, daily on-hand car counts increased at all three locations, as well as terminal dwell time, which increased from 43.1 to 44.3 hours. The most significant increase was at Pavonia, where crew and power availability for outbound trains impacted dwell times.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

#### **Gateway Operations**

Interchange performance for all roads increased this week in the on-time-to-two-hours-late category, fifteen percentage points above last week and the best in the last four weeks. Although still an item of management focus, the performance has not caused significant reported problems for customers or connecting carriers.

#### **Yards and Terminals**

This week, the impact of Labor Day weekend is included in the statistics. Train service in some areas were reduced to as needed situations, which resulted in cars being held at various terminals. Yard and terminal measurements again show a stable trend, in spite of heavy traffic build-ups during the week.



Average daily dwell increased slightly at the IHB yards, Blue Island and Gibson. Blue Island Hump was down for 12 hours undergoing scheduled switch renewal. Gibson received an increased volume of automobiles prior to the holiday. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week.

Yard performance measurements reveal the kind of fluctuations that can be expected following a holiday curtailment. For instance, cars on-hand at Selkirk (Albany) as well as terminal dwell increased this week. Cars on-hand at Buffalo decreased, but terminal dwell showed a slight increase. Syracuse basically remained the same from the previous week in cars handled, with an increase in dwell. The cars on-hand at Chicago (Barr) decreased as well as the dwell time, decreasing by 3.5 hours. Cincinnati (Queensgate) cars on-hand increased slightly and dwell time showed an hour increase. The dwell numbers for Willard, Ohio, continue to fluctuate based on traffic flows during the week. This week, the dwell hours at Willard increased from the previous week.

In short, we are encountering no exceptional yard/terminal operating difficulties. Weekly dwell hours at some terminals occasionally have been higher than optimum, while others show real improvement. These fluctuations are all within normal operational control limits. CSXT continues to balance the network for improvement.

### **Corridor Performance**

Four of the six corridors improved when compared to the previous week in the on-time-to-two-hours-late category. The corridor with the best performance during the reported week, New Orleans to Carolinas, increased by 22 percentage points. The only corridor to decline in performance this week was the East St. Louis to Baltimore that had scheduled engineering maintenance. Overall, the percent of trains in the greater-than-six-hours-late category declined by 4 percentage points, while the percentage of trains in the on-time-to-two-hours-late category increased by 9 percentage points.

### **Shared Areas**

Daily on hand car counts increased at all three locations. Oak Island volume continues to reflect presence of Chemical Coast traffic. Pavonia on hand counts returned to prior observed levels except for some empty unit train traffic. Detroit North Yard on-hand volume reflected a one-time spike on Thursday 9/9. All volumes remain within expected norms.

Overall terminal dwell time increased from 43.1 hours to 44.3 hours. Detroit North Yard improved, Oak Island remained steady and Pavonia elapsed time increased marginally due to holding outbound trains for crew and power and the movement of some empty unit hoppers.

Road train delay hours for crew and power increased again over the prior week. 21 trains were delayed a total of 211 hours for unavailable crews. Reported power delays were 15 trains for 189 hours. However, only 9 originating trains were delayed for 35 hours due to late arrivals from CSXT and/or NS.

### **Additional Measurements**

Cars Offered in Interchange remained at a daily average of 49, which was the same as reported in the prior week. Total Train Delay per the daily snapshot continues to show little change. Blocked Sidings or Multiple Main Lines also remained the same, zero for the current reported week. Locomotive Out of Service Ratio increased slightly (5.3% versus 5.2% for the previous week).

On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the fifth week. Amtrak performance was 70% on-time for 10 trains, and MARC train performance was at 90% for 72 trains, same as the previous week.

Our goal is to continuously improve our performance. However, fluctuations in operating statistics are routine and are to be expected. The reported measurements do not suggest any significant negative trends and, as noted, there are several improvements to report. Nonetheless we recognize that we need to continue our efforts to reach levels of service that will exceed customer expectations.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements

# Surface Transportation Board

## Performance Measures

For the week ending: 09/10/99

### Yard Performance

(Composite of NS/CSX Traffic)

Location	Measure	Monday 9/6/99	Tuesday 9/7/99	Wednesday 9/8/99	Thursday 9/9/99	Friday 9/10/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	738	680	751	840	728
	Cars On Hand - Empty	550	537	580	688	64
	Cars On Hand - Total	1288	1217	1331	1528	1377
	Cars Handled	815	432	399	680	626
	Dwell Hours	63.1	46.2	43.7	52.8	55.2
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	250	234	207	215	275
	Cars On Hand - Empty	189	195	134	281	362
	Cars On Hand - Total	439	429	391	496	637
	Cars Handled	203	272	249	287	280
	Dwell Hours	38.6	43.4	38.5	45.3	34.8
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	164	79	182	261	177
	Cars On Hand - Empty	79	77	111	228	157
	Cars On Hand - Total	243	156	293	489	334
	Cars Handled	166	137	190	311	286
	Dwell Hours	29.5	23.0	16.7	22.4	23.2

**CSX Comments:** Daily on hand car counts increased at all three locations. Oak Island volume continues to reflect presence of Chemical Coast traffic. Pavonia on hand counts returned to prior observed levels except for some empty unit train traffic. Detroit North Yard on hand volume reflected a one-time spike on Thursday. All volumes remain within expected norms. Detroit North Yard terminal dwell time improved. Oak Island terminal dwell remained steady while Pavonia increased marginally due to holding outbound trains for crew and power and the movement of some empty unit hoppers.



# Surface Transportation Board

## Performance Measures

For the week ending: 09/10/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	9/6/99	9/7/99	9/8/99	9/9/99	9/10/99
North Jersey SAA	Number of Originations	8	17	21	25	24
	% Ontime	63%	29%	48%	52%	58%
	% Late 0-2 Hours	0%	24%	33%	20%	13%
	% Late 2-4 Hours	0%	18%	5%	12%	4%
	% Late 4-6 Hours	25%	6%	5%	12%	8%
	% Late GT 6 Hours	13%	24%	10%	4%	17%
South Jersey SAA	Number of Originations	4	6	5	11	9
	% Ontime	25%	83%	40%	36%	11%
	% Late 0-2 Hours	25%	17%	0%	9%	22%
	% Late 2-4 Hours	0%	0%	20%	9%	11%
	% Late 4-6 Hours	0%	0%	20%	9%	0%
	% Late GT 6 Hours	50%	0%	20%	36%	56%
Detroit SAA	Number of Originations	2	4	10	10	7
	% Ontime	50%	75%	60%	50%	29%
	% Late 0-2 Hours	0%	25%	20%	20%	14%
	% Late 2-4 Hours	0%	0%	10%	0%	14%
	% Late 4-6 Hours	0%	0%	0%	20%	0%
	% Late GT 6 Hours	50%	0%	10%	10%	43%

**CSX Comments:** Road train delay hours for crew and power increased again over the prior week. 21 trains were delayed a total of 211 hours for unavailable crews. Reported power delays were 15 trains for 189 hours. However, only 9 originating trains were delayed for 35 hours due to late arrivals from CSXT and/or NS.



## **Surface Transportation Board**

### **Performance Measures**

**For the week ending: 09/10/99**

#### **CSXT Cars Offered in Interchange but not Accepted**

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	9/6/99	9/7/99	9/8/99	9/9/99	9/10/99	Average
Cars Offered	NS	58	58	58	56	14	49
	All Other	0	0	0	0	0	0
	Total	58	58	58	56	14	49

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### **CSXT Train Delay**

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Cause of Delay	9/6/99	9/7/99	9/8/99	9/9/99	9/10/99	Total
Train Delay	Crew	0	0	0	1	1	2
	Power	0	3	1	3	3	10
	Congestion/Staging	0	0	0	0	0	0
	Total	0	3	1	4	4	12

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).

## Surface Transportation Board

### Performance Measures

For the week ending: 09/10/99

#### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday 9/6/99	Tuesday 9/7/99	Wednesday 9/8/99	Thursday 9/9/99	Friday 9/10/99	Weekly Total
Measure	Track Type						
Blocked	Sidings	0	0	0	0	0	0
	Multiple Main Lines	0	0	0	0	0	0
	Total	0	0	0	0	0	0

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

#### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday 9/6/99	Tuesday 9/7/99	Wednesday 9/8/99	Thursday 9/9/99	Friday 9/10/99	Daily Average
Measure	Locomotive						
Locomotive OOS	OOS Ratio	4.8	5.5	5.5	5.3	5.5	5.3

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

#### CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday 9/6/99	Tuesday 9/7/99	Wednesday 9/8/99	Thursday 9/9/99	Friday 9/10/99	Weekly Average
Service	Measure						
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	100%	100%	50%	50%	70%
MARC	Trains	0	18	18	18	18	72
	% On Time	N/A	94%	100%	100%	67%	90%

AMTK measured according to contract with CSXT.

**George A. Aspatore**  
**General Solicitor**

(757) 629-2657  
(757) 533-4872  
E-mail gaaspato@nscorp.com

September 15, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending September 10, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.  
September 15, 1999  
Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



September 15, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

The performance measures we are reporting this week indicate little notable change in Norfolk Southern's operations. While traffic volumes continued to grow, cars on line increased less than 500, week to week, and system average train speed remained constant. Similarly, total trains delayed on our Northern Region declined, and only one yard in or adjacent to the Northern Region experienced a significant increase in average dwell time. These and other measurements demonstrate that our system maintained fluidity. On the monitored corridors and Chicago gateway operations, 117 trains were held for terminal congestion, 53 trains were held for crews, and 58 trains were held for power.

In the Shared Assets Areas, on-hand car volumes increased at all three locations, although average dwell time dropped noticeably at North Yard, MI and remained steady at Oak Island, NJ. Overall, the SAA yards remained fluid. Lack of power resulted in 15 trains being delayed for 189 hours, while 21 trains were held for 211 hours awaiting crews. Additionally, 9 originating trains were delayed for 35 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 77% of the train delay hours in the SAAs.

NS continues to reevaluate both routing and terminal operation strategies, with four new task forces created last week, including a new team to work on increasing Northern Region locomotive visibility. Quality of car movement information is improving as information systems are rolled out on the Northern Region and as our data quality improvement team makes headway. I am confident that the benefits of these efforts will continue to become evident.

Sincerely,



### NS Cars Offered in Interchange but not Accepted

offered	Monday 6-Sep	Tuesday 7-Sep	Wednesday 8-Sep	Thursday 9-Sep	Friday 10-Sep	daily average
CSX	190	90	90	90	0	92
other	44	0	0	33	33	22
<b>Total</b>	<b>234</b>	<b>90</b>	<b>90</b>	<b>123</b>	<b>33</b>	<b>114</b>

Snapshot taken between 2:00 and 3:00 each day

NS acquired territory only

### NS Train Delay

cause	Monday 6-Sep	Tuesday 7-Sep	Wednesday 8-Sep	Thursday 9-Sep	Friday 10-Sep	total
Crew	4	5	1	4	1	15
Power	4	8	6	9	0	27
Yard Congestion	19	17	13	16	11	76
<b>Total</b>	<b>27</b>	<b>30</b>	<b>20</b>	<b>29</b>	<b>12</b>	<b>118</b>

Snapshot taken between 2:00 and 3:00 each day

Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

track	Monday 6-Sep	Tuesday 7-Sep	Wednesday 8-Sep	Thursday 9-Sep	Friday 10-Sep	total
Multiple Mains	9	5	5	13	3	35
Siding	7	10	4	7	8	36
<b>Total</b>	<b>16</b>	<b>15</b>	<b>9</b>	<b>20</b>	<b>11</b>	<b>71</b>

Snapshot taken between 2:00 and 3:00 each day

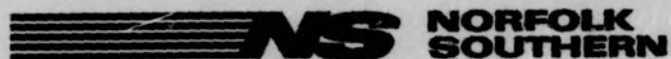
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 6-Sep	Tuesday 7-Sep	Wednesday 8-Sep	Thursday 9-Sep	Friday 10-Sep	week avg.
<b>Total</b>	<b>5.1%</b>	<b>5.4%</b>	<b>5.6%</b>	<b>5.7%</b>	<b>5.5%</b>	<b>5.5%</b>

Snapshot taken at midnight

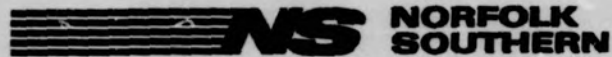
Does not include locomotives leased out or stored



For the week ending 9/10/99

**Shared Asset Area - Yard Performance**

Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	9/6/99	850	79	164	243	166	29.5
	9/7/99	850	77	79	156	137	23.0
	9/8/99	850	111	182	293	190	16.7
	9/9/99	850	228	261	489	311	22.4
	9/10/99	850	157	177	334	286	23.2
North Yard MI Average		850	130	173	303	218	22.8
Oak Island NJ	9/6/99	1200	550	738	1288	815	63.1
	9/7/99	1200	537	680	1217	432	46.2
	9/8/99	1200	580	751	1331	390	43.7
	9/9/99	1200	688	840	1528	680	52.8
	9/10/99	1200	649	728	1377	626	55.2
Oak Island NJ Average		1200	601	747	1348	590	53.9
Pavonia NJ	9/6/99	900	189	250	439	203	38.6
	9/7/99	900	195	234	429	272	43.4
	9/8/99	900	184	207	391	249	38.5
	9/9/99	900	281	215	496	287	45.3
	9/10/99	900	362	275	637	280	34.8
Pavonia Average		900	242	236	478	258	40.3



For the week ending 9/10/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	9/06/99	2	50%	0%	0%	0%	50%
	9/07/99	4	75%	25%	0%	0%	0%
	9/08/99	10	60%	20%	10%	0%	10%
	9/09/99	10	50%	20%	0%	20%	10%
	9/10/99	7	29%	14%	14%	0%	43%
Detroit Total		33	52%	18%	6%	6%	18%
North Jersey Total	9/06/99	8	63%	0%	0%	25%	13%
	9/07/99	17	29%	24%	18%	6%	24%
	9/08/99	21	48%	33%	5%	5%	10%
	9/09/99	25	52%	20%	12%	12%	4%
	9/10/99	24	58%	13%	4%	8%	17%
North Jersey Total		95	49%	20%	8%	9%	13%
South Jersey Total	9/06/99	4	25%	25%	0%	0%	50%
	9/07/99	6	83%	17%	0%	0%	0%
	9/08/99	5	40%	0%	20%	20%	20%
	9/09/99	11	36%	9%	9%	9%	36%
	9/10/99	9	11%	22%	11%	0%	56%
South Jersey Total		35	37%	14%	9%	6%	34%
Grand Total		163	50%	21%	9%	9%	20%



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SURFACE TRANSPORTATION BOARD

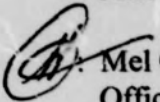
**Memorandum**

191131

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DATE: September 14, 1998

TO : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement



SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

Attachments

cc: Chairman Morgan  
Vice Chairman Owen  
Ron Douglas



Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-2191

George A. Aspatore  
General Solicitor

Writer's Direct Dial Number

(757) 629-2657  
fax (757) 533-4872

September 2, 1998

Meivin F. Clemens, Jr.  
Director Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, N.W.  
Washington, D.C. 20423-0001



Dear Mr. Clemens:

Attached is Norfolk Southern's Operational Monitoring Report as of August 22, 1998, required by the Surface Transportation Board in STB Finance Docket No. 33388 (the "Decision"). This report covers the following subjects: labor implementing agreements and safety task forces, construction and other capital projects, information technology, personnel training, and customer service. The first page of the report identifies the pages of the report that correspond to the itemized reporting requirements mentioned in the Decision.

As the STB ordered, this report focuses on the implementation of the transaction, rather than merely focusing on the Closing Date of the Transaction. If you have any questions or feel that additional information is appropriate, please call me at (757) 629-2657.

For your convenience, I have included a disk which contains both the Microsoft Word version of the report and the Microsoft Excel version of the tables contained in the report. Additionally, per your request, I have had one of our associates transmit this information to you electronically through email.

Sincerely,

George A. Aspatore

Enclosures (2)

# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of August 22, 1998*

<b>Reporting Requirement</b>	<b>Page</b>
Item 1. Labor Implementing Agreements .....	2
Item 2. Construction and Other Capital Projects .....	3
Item 3. Information Technology .....	8
Item 4. Customer Service .....	9
Item 5. Power and Rolling Stock .....	*
Item 6. Car Management, Crew Management and Dispatching .....	**
Item 7. Shared Assets Areas .....	**
Item 8. Monongahela Coal Area .....	3
Item 9. Cleveland Operations .....	3
Item 10. Chicago Gateway Operations .....	**
Item 11. Yards and Terminals .....	**
Item 12. On Time Performance .....	**
Item 13. The Conrail Transaction Council .....	*
Item 14. Labor Task Forces .....	2

\* To be disclosed under a different cover or in a later report.

\*\* Data not required at this time.



# Surface Transportation Board Operational Monitoring Report

As of August 22, 1998

## LABOR

### *Labor Implementing Agreements*

Norfolk Southern (NS) has had successful discussions with the following labor organizations in this transaction.

Labor Organization	Status
International Brotherhood of Boilermakers, Iron Ship Builders, Blacksmiths, Forgers and Helpers	Implementing Agreement Reached
United Railway Supervisors Association -- on behalf of claim agents	Implementing Agreement Reached
United Railway Supervisors Association -- on behalf of the engineering supervisors	Implementing Agreement Reached
National Conference of Firemen & Oilers	Implementing Agreement Reached
American Railway and Airway Supervisors Association, Division of TCU, representing bridge inspectors	Implementing Agreement Reached
Fraternal Order of Police	Agreement ratified and is awaiting signature
United Transportation Union covering Shared Asset Areas	Agreement reached, subject to ratification
United Transportation Union for the Conrail properties operated by NS	Agreement reached, subject to ratification
Brotherhood of Locomotive Engineers for the Conrail properties operated by NS	Agreement reached, subject to ratification

### *Labor-Management Task Forces*

The opportunity to participate in a labor task force, similar to the one established with the United Transportation Union, will be offered to each union that continues to represent employees of NS. The purpose of these labor task forces will be to address implementation and related safety issues that may develop as NS begins to implement the transaction. NS will offer to initiate a labor task force with each labor organization after the implementing agreement with that organization is concluded.

**Surface Transportation Board Operational Monitoring Report**  
*As of August 22, 1998*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	ST	Project	Department	Phase	Status
Alexandria	IN	Construct track connection	Track	Design	Complete
				Grading	In progress
			Signal	Construction	In progress
				Design	Complete
Allentown-Reading (Lehigh)	PA	Traffic control system	Signal	Design	Project specifications being defined.
				Construction	
Angola	NY	Upgrade existing siding, construct new siding	Track	Design	Complete
			Bridge	Grading	Complete
				Construction	Complete
			Signal	Design	Complete
				Construction	Complete
Attica	IN	Extend siding 4,580 track feet	Track	Design	Complete
				Grading	In progress
			Signal	Construction	To do
				Design	Complete
Boundbrook	NJ	Extend siding 2,500 track feet	Track	Design	Project specifications being defined
				Grading	
			Signal	Construction	
				Design	
Bristol	VA	Extend siding 14,255 track feet	Track	Design	Complete
				Grading	Complete
			Bridge	Construction	In progress
				Design	Complete
			Signal	Construction	Complete
				Design	Complete
Bucyrus	OH	Construct track connection	Land		Complete
			Track	Design	Complete
				Grading	In progress
			Signal	Construction	In progress
				Design	Complete
Buffalo-Cleveland	NY OH	Traffic Control System and remove pole line	Signal	Design	In progress
				Construction	In progress
Butler	IN	Construct track connection	Track	Design	To do
				Grading	To do
				Construction	To do

**Surface Transportation Board Operational Monitoring Report**  
*As of August 22, 1998*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	ST	Project	Department	Phase	Status
Butler (cont'd)	IN		Bridge	Design	To do
				Construction	To do
			Signal	Design	To do
				Construction	To do
Catlin	IL	Double tracking 25,980 feet	Track	Design	Complete
				Grading	Complete
				Construction	In progress
			Bridge	Design	Complete
				Construction	Complete
			Signal	Design	Complete
Chicago	IL	METRA Relocation at 47th Street	Track	Construction	In progress
				Design	Complete
				Grading	Complete
			Signal	Design	Complete
				Construction	In progress
				Grading	No NS
Chicago	IL	47th Street Yard Intermodal Terminal	Track	Construction	involvement
				Design	
			Signal	Construction	
				Design	
Cloggsville	OH	Track Rehabilitation	Track	Design	In progress
				Grade / pave	To do
			Bridge	Grading	In progress
				Construction	In progress
Cloggsville	OH	Construct second main	Track	Design	To do
				Grading	To do
				Const	To do
				Design	To do
			Bridge	Design	To do
				Const	To do
			Signal	Design	To do
				Const	To do
Columbus	OH	Construct track connection	Track	Design	Complete
				Grading	In progress
				Construction	In progress
			Signal	Design	In progress
				Construction	To do
				Design	To do
Crockett	VA	Construct 9,100 foot new siding	Land	Design	Complete
				Track	Complete
			Bridge	Grading	In progress
				Construction	To do
				Design	Complete
			Signal	Construction	In progress
				Design	Complete
			Signal	Construction	In progress
				Design	Complete
				Construction	In progress

**Surface Transportation Board Operational Monitoring Report**  
*As of August 22, 1998*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	State	Project	Department	Phase	Status
Croxtton	NJ	Construct intermodal terminal	Track	Design	In progress
				Grade / pave	To do
E-Rail	NJ	Construct intermodal terminal	Track	Design	In progress
				Grade / pave	To do
Erie	PA	Erie Track Realign Project	Track	Design	In progress
				Grading	To do
				Construction	To do
			Signal	Design	To do
				Construction	To do
Flemington	NJ	Construct 12,500 foot siding	Track	Design	Project specifications being defined.
				Grading	
				Construction	
			Signal	Design	
				Construction	
Hadley Junction (Ft. Wayne)	IN	Double tracking	Track	Design	Project specifications being defined.
				Grading	
				Construction	
			Signal	Design	
				Construction	
Hagerstown Sec (Greencastle)	PA	Traffic Control	Signal	Design	To do
				Construction	
Harrisburg (Rutherford)	PA	Construct intermodal terminal	Track	Design	In progress
				Grade / pave	To do
Harrisburg-Reading	PA	Traffic Control System and remove pole line	Signal	Design	In progress
				Construction	To do
KD Tower-Cumberland Falls	KY	Extending double track 40, 120 feet	Track	Design	Complete
				Grading	In progress
				Construction	To do
			Signal	Design	In progress
				Construction	To do
Knoxville-Chattanooga	TN	Double stack clearances	Track	Design	Complete
				Construction	Complete
			Bridge	Design	Complete
				Construction	Complete
Marshfield	IN	Upgrade and extend siding 7,908 feet	Land		Optioned
			Track	Design	Complete
				Grading	In progress
				Construction	In progress



**Surface Transportation Board Operational Monitoring Report**  
*As of August 22, 1998*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	ST	Project	Department	Phase	Status
Marshfield (cont'd)	IN		Bridge	Design	Complete
				Construction	In progress
			Signal	Design	Complete
				Construction	In progress
Oak Harbor	OH	Construct track connection	Land		Complete
			Track	Design	Complete
				Grading	In progress
				Construction	To do
			Signal	Design	In progress
				Construction	In progress
Pattensburg	NJ	Clearance-9 Bridges	Bridge	Design	Complete
				Construction	In progress
Pattensburg	NJ	Siding extensions	Track	Design	Complete
				Grading	In progress
				Construction	To do
			Signal	Design	In progress
				Construction	In progress
Pattensburg Tunnel	NJ	Clearance	Bridge	Design	Complete
				Construction	To do
Philadelphia	PA	Construct crossover -- Zoo	Track	Design	To do
				Grading	To do
				Construction	To do
			Signal	Design	To do
				Construction	To do
Piney Flats	TN	Extend siding 6,610 feet	Land		Complete
			Track	Design	Complete
				Grading	In progress
				Construction	In progress
			Signal	Design	Complete
				Construction	In progress
Port Reading	NJ	Clearance Projects	Track	Design	Complete
				Construction	In progress
			Bridge	Design	Complete
				Construction	In progress
Rader	TN	Extend siding 5,189 feet	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Construction	In progress
			Bridge	Design	Complete
				Construction	Complete
			Signal	Design	Complete
				Construction	In progress
Reading-Philadelphia	PA	Traffic Control System and remove pole line	Signal	Design	In progress
				Construction	To do

**Surface Transportation Board Operational Monitoring Report**  
*As of August 22, 1998*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	ST	Project	Department	Phase	Status
Riverton Junction-- Roanoke	VA	Clearance projects	Bridge	Design	Complete
				Construction	In progress
Sandusky (Bellevue)	OH	Construct Triple Crown Terminal	Track	Design	Complete
				Grade / pave	In progress
Sidney	IL	Construct 2,916 foot track connection	Track	Design	Complete
				Grading	Complete
				Construction	In progress
			Signal	Design	Complete
				Construction	In progress
Sido	MO	Double tracking 36,458 track feet	Track	Design	Complete
				Grading	Complete
				Construction	In progress
			Bridge	Design	Complete
				Construction	In progress
			Signal	Design	Complete
				Construction	In progress
Sloan	IL	Extend siding 5,027 track feet	Track	Design	Complete
				Grading	Complete
				Construction	Complete
			Signal	Design	Complete
				Construction	In progress
Southern Tier	NY	Southern Tier Rehabilitation	Track	Construction	Project specifications being defined.
			Bridge	Design	
				Construction	
St. Louis (Mitchell)	MO	Triple Crown Terminal	Track	Design	In progress
				Grade / pave	To do
			Signal	Design	To do
				Construction	To do
Toledo	OH	Intermodal terminal	Track	Design	Project specifications being defined.
				Grade / Pave	
Vermillion	OH	Track Connection	Land		In progress
			Track	Design	Complete
				Grading	In progress
				Construction	To do
			Signal	Design	In progress
				Construction	To do

# Surface Transportation Board Operational Monitoring Report

As of August 22, 1998

## INFORMATION TECHNOLOGY

### Systems Integration

The NS technology integration strategy calls for NS systems to be used on the Conrail properties that NS will operate. Some of the NS systems will be operational for the new area effective Closing Date, while others, particularly the transportation systems, will be integrated geographically over a period of several months after Closing Date.

There are two components that are required to implement this strategy. First, NS's systems group must ensure that our systems have the capacity to accommodate the operation of the new territory. Second, the Conrail systems group must modify existing Conrail systems so that they will become compatible with the NS systems upon Closing Date. Once the new systems are implemented, use of the Conrail systems will be discontinued.

Operating Area	Project	Status	Comments
<b>TRANSPORTATION</b>			
Car Management and Movement (Includes Thoroughbred Yard Enterprise System and Central Yard Operations System)	Multiple projects	Planning and development stage	
	Personnel Training	Planning and development stage	
Train Dispatching	Systems	Development stage	
	Personnel Training	Development stage	
Locomotive Management	Systems	Development stage	
	Personnel Training	Development stage	
<b>OPERATIONS PERSONNEL</b>			
Crew Management	Systems	Development stage	
	Personnel Training	Development stage	
Train and Engine Payroll	Personnel Training	Development stage	
Non-Train and Engine Payroll	Personnel Training	Development stage	
<b>CUSTOMER SERVICE</b>			
Electronic Customer Connectivity	Systems	Development stage	
	Personnel Training	Planning stage	
	Customer Coordination	Planning stage	
National Customer Service Center	Personnel Training	Development complete	

# Surface Transportation Board Operational Monitoring Report

As of August 22, 1998

## CUSTOMER SERVICE

### *Transition Process*

Norfolk Southern's portion of Conrail's National Customer Service Center (NSCS) in Pittsburgh will remain in place beyond Closing Date. When NS's systems are implemented, on a systemic basis, NSCS will be transferred to Atlanta. Conrail systems will be used in the interim. On Closing Date, all NS waybills will be prepared in the Atlanta Agency Operations Center or Pittsburgh National Customer Service Center. We are adding new positions to our NSCS and our Waybilling and Yard Operations Center in Atlanta to handle increased customer requirements.

Plans are underway to physically divide the Pittsburgh NSCS into NS, CSXT, and Shared Asset Company groups to provide direct access to respective groups for customer convenience.

### *Staffing and Training*

Number of Conrail employees accepting non-agreement positions: 18

Dearborn	1
Pittsburgh	14
Philadelphia	<u>3</u>
TOTAL	<u>18</u>

Number of positions outstanding for additional non-agreement personnel: 29

We expect to offer positions to approximately 215 agreement employees to be relocated from Pittsburgh to Atlanta. These offers will be tendered after a labor implementing agreement is finalized with TCU. Training materials have been prepared and will be delivered to employees when training begins. Training has not yet begun, but will be done in advance of Closing Date.

### *Customer Awareness*

Several meetings have been held with some of our large shippers outlining customer service functions and processes post-Conrail. A presentation has also been given to the Conrail Transaction Council representing a cross section of customers. Customer meetings will continue through the transition period. We will also be furnishing customer information through our Sales and Marketing Departments prior to Closing Date, apprising them of procedures for billing, car location, diversions, etc.



J. Randall Evans  
Vice President-Acquisition Development



500 Water Street (J150)  
Jacksonville, FL 32202  
(904) 359-1246  
FAX: (904) 359-1248

August 28, 1998

Melvin F. Clemons, Jr.  
Director Office of Compliance and Enforcement  
Surface Transportation Board  
Washington, DC 20422-0001

Dear Mr. Clemons:

Attached to this letter are the Operational Monitoring Reports required in STB Finance Docket No. 33388.

The reports are presented in the following order:

Items 1 & 14	Labor Implementing Agreement and Labor Task Forces.
Items 2, 8 & 9	Construction and other capital projects, including Cleveland, Chicago and Monongahela coal area.
Item 3	Information Technology
Item 4	Customer Service

Please contact J. Randall Evans, Vice President-Acquisition Development at CSX Transportation (E-mail: [Randy\\_Evans@csx.com](mailto:Randy_Evans@csx.com)) if there are any issues that need clarification or explanation.

Very truly yours,

J. Randall Evans

cys: Peter J. Shudtz, Vice President  
Law & General Counsel

Paul R. Hitchcock - J150  
Senior Counsel

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**LABOR IMPLEMENTING AGREEMENTS  
(AS OF AUGUST 22, 1998)**

Applicants have reached implementing agreements with the following labor organizations in this transaction:

1. International Brotherhood of Boilermakers, Iron Ship Builders, Blacksmith, Forgers and Helpers;
2. United Railway Supervisors Association - on behalf of the claim agents;
3. United Railway Supervisors Association - on behalf of the engineering supervisors;
4. National conference of Firemen & Oilers;
5. American Railway and Airway Supervisors Association, Division of TCU, representing bridge inspectors.

An agreement also has been reached with the Fraternal Order of Police which has been ratified and is awaiting signature. With respect to the United Transportation Union and the Brotherhood of Locomotive Engineers portions of the implementing agreement with each craft have been reached for CSXT, NS and the Shared Asset Areas. We expect to be able to conclude the entire implementing agreement with each craft in the near future.

**LABOR MANAGEMENT TASK FORCES  
(AS OF AUGUST 22, 1998)**

The opportunity to participate in a labor task force, similar to the labor task force established with the United Transportation Union, will be offered to each union which continues to represent employees of the Applicants. The purpose of these labor task forces will be to address implementation and related safety issues which may develop as Applicants begin to implement the transaction. The Applicants will offer to initiate a labor task force with each labor organization after the implementing agreement with that organization has been concluded.

**ITEMS 2, 8 & 9**

**THE TABLE ON THE FOLLOWING PAGE RESPONDS TO  
STB MONITORING REQUIREMENTS NOS. 2, 8 & 9  
AND ARE REPORTED AS OF AUGUST 22, 1998**



**CAPITAL PROJECT STATUS-CONRAIL ACQUISITION PROJECTS  
AS OF AUGUST 22, 1998**

<b>PROJECT DESCRIPTION</b>	<b>PROJECT LOCATION</b>	<b>PROJECT STATUS</b>
1.) Construct 2nd Main track w/ TCS on B&O including connections	Greenwich, OH to Pine JCT, IN	Substantially Complete
2.) Construction by Conrail of 2nd Main Track w/ TCS	Quaker to Greenwich, OH	Underway
3.) Yard Expansion	Willard, OH	Underway
4.) Construct or rehabilitate Connection tracks w/ Indianapolis Line	Crestline Sidney & Marion, OH	Underway
5.) Connection track w/ Conrail	Carleton, MI	Early Stages
6.) Siding extension	Alice and Harwood, IN	Substantially Complete
7a.) Intermodal Expansions	Chicago, IL	Substantially Complete
7b.) Intermodal Expansions	Cleveland, OH	Early Stages
7c.) Intermodal Expansions	Philadelphia, PA	Early Stages
7d.) Intermodal Expansions	Little Ferry, NJ	Substantially Complete
8.) Rebuild Eastwick connection track w/ Conrail	Philadelphia, PA	Underway
9.) Greater Cleveland Area Mitigation Agreement Construction	Cleveland, OH	Beginning Design
10.) Restoration of Connection and Main track between Hobart & Tolleston	Hobart IN to Tolleston, IN	Early Stages
11.) Chicago area - upgrade connection tracks and other track improvements	Chicago, IL	Underway
12.) Upgrade Capacity on the Mon Subdivision	Newell, PA & New Castle, PA	Underway
13.) Extend 3 sidings by Conrail on the River Line	Albany, NY to Bergen, NJ	Underway

## **SURFACE TRANSPORTATION BOARD STATUS REPORT**

### **3. Information Technology**

The implementation strategy, training plans, and status of the Information Technology (IT) initiatives affecting the following Operating Areas are summarized:

- Customer Service
  - Electronic Customer Connectivity
- Operations Personnel
  - Crew Management
- Transportation
  - Car Management & Movement
  - Locomotive Management
  - Train Dispatching

## **OPERATING AREA: CUSTOMER SERVICE**

### **Electronic Customer Connectivity**

- **Implementation Strategy**

- All inbound (e.g., bill-of-lading) and outbound (e.g. car tracing) electronic communications with existing Conrail customers are to be migrated to CSX and NS. All customers will be informed of their system migration options and have opportunity to test the replacement electronic connections prior to a phased transfer of the customer communications links after Day 1.

- CSX and NS will work with all affected customers and EDI vendors to develop migration plans.

- **Training**

- All major customers will be provided adequate systems documentation and a detailed description of any charges to their current Conrail-provided electronic services.

- **Status**

- Systems development in process and on schedule.

- A joint letter has been developed that will be distributed to current Conrail customers starting early September.

- Existing CSX customers have been contacted, new customers will be contacted following the release of the joint letter.

## **OPERATING AREA: OPERATIONS PERSONNEL**

### **Crew Management**

- **Implementation Strategy**

- Separation of callings desks (CSX, NS, SAC) in Dearborn, Michigan have been pre-negotiated and is already in place. There will be a phased roll-out of eight calling desks to TECS - the CSX Crew Calling System. The first desk will be rolled out 2 months after Day 1.

- T&E Crews will continue to submit paper time-sheets to Dearborn, Michigan until the TECS desk roll-out. Paper-less payroll implementation will take place 2 weeks after each TECS desk implementation. The entire roll-out will take approximately eight months.

- **Training**

- Crew Callers will be trained in Dearborn, Michigan on TECS. The first desk will be implemented 60 days after Day 1. CSX Crew Management officers will train T&E employees at their field locations on the TECS system. CSX and Conrail Local Chairman will participate in training T&E employees.

- CSX Payroll officers will train T&E employees on the CSX Payroll system immediately following the implementation of TECS. Local Chairman will participate in the training. Training documents have been prepared and presented to Conrail personnel.

- **Status**

- Systems development in process and on schedule



## **OPERATING AREA: TRANSPORTATION**

### **Car Management & Movement**

- **Implementation Strategy**

- Field personnel will continue using Conrail application systems supporting yard inventory, train consisting and work orders after Day 1.

- Disposition and management of empty cars will occur in Jacksonville using CSX systems after Day 1 to ensure coordinated system-wide transportation operations.

- Customers on the acquired territory will continue to order empty cars and obtain information on order status as they do today.

- CSX systems will be rolled-out to the acquired Conrail territory in 5 phases after Day 1.

- **Training**

- Conrail Car Management team has been hired for the transition period. Training of Conrail Car Management staff will begin 60 days prior to Day 1.

- Training of affected field location personnel to begin 30 days prior to each field roll out phase.

- **Status**

- Systems development in process and on schedule.

## **OPERATING AREA: TRANSPORTATION**

### **Locomotive Management**

- **Implementation Strategy**

- CSX Locomotive Management System will be used to manage locomotives in CSX acquired territory beginning on Day 1. This will occur from the Operations center in Philadelphia, Pennsylvania for 180 days after Day 1. The management team in Philadelphia will consist of one locomotive manager, one CSX consultant, and one senior locomotive manager.

- By 180 days after Day 1, locomotive management for the acquired Conrail territory will be transitioned to the Kenneth Dufford Center in Jacksonville. The acquired territory at that time will be managed by two CSX locomotive managers.

- **Training**

- Locomotive managers for the acquired Conrail territory will be trained in Jacksonville, Florida on the CSX Locomotive Management System 60 days prior to Day 1. CSX Locomotive Management will conduct the training and will include cross training of CSX and Conrail cultures.

- **Status**

- Systems development in process and on schedule.

## **OPERATING AREA: TRANSPORTATION**

### **Train Dispatching**

- **Implementation Strategy**

- Train dispatchers will continue to use current Conrail systems.
- Phase 1 geographic realignments will separate dispatchers into CSX, NS & SAC entities within current Division offices.
  - Phase 1 will complete 90-120 days after Day 1.
- Phase 2 Division realignment will move dispatchers to acquiring road's Division.
  - CSX Cleveland East dispatcher in Dearborn, Michigan will move to CSX headquarters in Indianapolis Indiana.
  - CSX Chesapeake & Riverline dispatchers in Mt. Laurel, New Jersey will move to CSX headquarters in Albany, New York.
  - Phase 2 will complete 90-120 days after an implementing agreement has been reached.
- Phase 2 moves are contingent upon:
  - Phase 1 realignment completed for territory being transferred.
  - An implementing agreement being in place with the ATDD.

- **Training**

- Dispatchers will be trained on their new territory, using the current processes in place at Conrail.

- **Status**

- Systems development in process and on schedule.

**CSX CUSTOMER SERVICE PROGRESS REPORT  
SUBMITTED TO THE SURFACE TRANSPORTATION BOARD  
AUGUST 23, 1998**

The following report outlines our progress toward the twin goals of (1) Achieving and maintaining customer confidence in the transaction, and (2) ensuring the integration of the acquired territories and personnel into the Customer Service Center in Jacksonville.

The Transition Process

Our plan is to leave the NCSC in place in Pittsburgh on Split Day and through the ensuing Field Roll-out to CSXT systems. On Day One, the present Conrail systems will be used in the acquired territories for operational data, in order to minimize disruption to the operation and to the customers. Exception: Waybilling will be done exclusively in the CSXT system, along with interchange reporting and billing. Electronic commerce customers will be given CSXT alternatives to the Conrail systems they are currently using.

Joint planning between the Jacksonville CSC and the Pittsburgh NCSC is well underway. Systems and database enhancements are being progressed to provide the foundation for a smooth transition to Day One, and plans are being made to physically divide the NCSC into NS, CSXT, and SAC groups prior to the Split in order to minimize confusion.

Personnel

Offers have been made and accepted by 20 non-contract personnel from Pittsburgh and 8 non-contract employees from Philadelphia. These people are now working with us to plan and effect the transition. Plans are in place to offer positions to approximately 170 contract employees, and training is planned to commence 45 - 60 days prior to Split. Action on these plans must of course be postponed until a Labor Implementing Agreement is reached with TCU.

Customer Familiarization

Our Commercial Department has just issued a Blast Fax, followed by a letter of welcome to the former Conrail customers that will be served by CSXT. Our Electronic Commerce Customer Integration Center has also sent out a letter outlining how EDI processes can be accomplished on Day One. A "How to Do Business" brochure will be sent out closer to Split Day. It will cover such topics as how to submit bills of lading, how to get problems solved, and what new telephone numbers, if any, should be used. Our efforts will be centered on making the necessary changes as transparent to the customer as possible.



STB

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STB FD-33388 9-9-99 D

ID-195541

**SURFACE TRANSPORTATION BOARD**

**Memorandum**

ENTERED  
Office of the Secretary

SEP 10 1999

Part of  
Public Record



**DATE: September 9, 1999**

195541

**TO :** Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

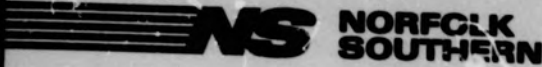
**FROM :** Mel Clemens, Director  
Office of Compliance and Enforcement

**SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA**

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

**Attachments**

**cc:** Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger



Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-9242

**Maquiling B. Parkerson**  
Attorney

**Writer's Direct Dial Number**

(757) 533-4939  
fax (757) 533-4943

E-mail: [mbparker@nscorp.com](mailto:mbparker@nscorp.com)

September 8, 1999

Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens,

Enclosed is Norfolk Southern's Monitoring Report dated August 31, 1999.  
Please let me know if you need any additional information.

Sincerely,

Enclosure

OFFICE OF COMPLIANCE  
AND ENFORCEMENT  
DIRECTOR'S OFFICE

SEP 9 12 55 PM '99

RECEIVED  
SURFACE TRANSPORTATION  
BOARD

Operating Subsidiary: Norfolk Southern Railway Company



# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of August 31, 1999*

<b>Reporting Requirement</b>	<b>Page</b>
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Item 13. The Conrail Transaction Council .....	*
Item 14. Labor Task Forces .....	2

**Note:** Bold print indicates changes from previous report.

\* To be disclosed under a different cover or in a later report.

# **Surface Transportation Board Operational Monitoring Report**

*As of August 31, 1999*

## **LABOR**

### ***Labor Implementing Agreements***

All of the Labor Implementing Agreements have been reached, concluding our reporting requirement, as provided in Paragraphs 1 and 14, on pages 162 and 165, respectively, of STB Decision No. 89 issued in Finance Docket No. 33388.

### ***Labor-Management Task Forces***

All implementing agreements became effective on June 1, 1999. A continuing dialogue has taken place between labor and NS management on a daily or as-needed basis concerning implementation and safety issues. Labor organization cooperation has been a key element in assuring the safe implementation of the Conrail transaction. This interaction will continue as the parties work through issues of mutual concern.

**Note:** Bold print indicates changes from previous report.

**Surface Transportation Board Operational Monitoring Report**  
*As of August 31, 1999*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status	
Alexandria	IN	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete	
				Grading	Complete	
			Signal	Const	Complete	
				Design	Complete	
Allentown - Reading	PA	Traffic Control System	Signal	Const	in progress	
	PA	Estimated Completion Date: 4Q99		Design		
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete	
				Bridge	Grading	Complete
					Const	Complete
			Signal		Design	Complete
				Const	Complete	
				Const	Complete	
Ashtabula	OH	Construct connection track Estimated Completion Date: 4Q99	Track	Const	In progress	
Attica	IN	Extend siding 4,580 track feet Estimated Completion Date: Complete	Track	Design	Complete	
				Grading	Complete	
			Signal	Const	Complete	
				Design	Complete	
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: 1Q00	Track	Const	Project being defined.	
				Design		
			Signal	Grading		
				Const		
Bristol	VA	Extend siding 14,255 track feet Estimated Completion Date: Complete	Track	Design	Complete	
				Grading	Complete	
				Const	Complete	
			Bridge	Design	Complete	
				Const	Complete	
				Design	Complete	
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land	Const	Complete	
				Track	Design	Complete
			Signal	Grading	Complete	
				Const	Complete	
Buffalo - Cleveland	NY	Traffic control system and remove pole line.	Signal	Design	Complete	
	OH	Estimated Completion Date: Complete		Const	Complete	
Buffalo	NY	Rehabilitate tracks in sub-leased BPRR yard Estimated Completion Date: 3Q99	Track	Const	In progress	



# Surface Transportation Board Operational Monitoring Report

As of August 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Dept	Phase	Status
Butler	IN	Construct track connection Estimated Completion Date: 2Q00	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Chicago	IL	Expand and improve 47th St Yard Intermodal Terminal Estimated Completion Date: 3Q00	Track	Design Grade/Pave	In progress
Cloggsville	OH	Track Rehabilitation Estimated Completion Date: Complete	Track	Design Const	Complete Complete
Cloggsville	OH	Construct second main Estimated Completion Date: 4Q00	Track	Design Grading Const	Complete In progress In progress
			Bridge	Design Const	Complete In progress
			Signal	Design Const	In progress
Columbus	OH	Construct track connection Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Crockett	VA	Construct 9,100 foot new siding Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Croxtan	NJ	Expand and improve intermodal terminal Estimated Completion Date: 4Q99	Track	Design Grade/Pave	Complete In progress
E-Rail	NJ	Expand and improve intermodal terminal Estimated Completion Date: 2Q00	Track	Design Grade/Pave	In progress
Erie	PA	Erie Track Realign Project Estimated Completion Date: 4Q00	Track	Design Grading Const	In progress
			Signal	Design Const	In progress
Flemington	NJ	Construct 12,500 foot siding Estimated Completion Date: 1Q00	Track	Design Grading Const	Project being defined.
			Signal	Design Const	



**Surface Transportation Board Operational Monitoring Report**  
*As of August 31, 1999*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	Project	Dept	Phase	Status
Hadley Jct (Ft Wayne)	IN Double tracking Estimated Completion Date: 2Q00	Track	Design Grading Const	Project being defined.
		Signal	Design Const	
Hagerstown Sec (Greencastle)	PA Construct siding Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete
Hagerstown Sec	PA Traffic Control Estimated Completion Date: 4Q00	Signal	Design Const	In progress
Harrisburg (Rutherford)	PA Construct intermodal terminal Estimated Completion Date: 3Q00	Track	Design Grade/Pave	In progress In progress
Harrisburg - Reading	PA Traffic Control System and remove pole line PA Estimated Completion Date: 4Q00	Signal	Design Const	In progress In progress
KD Tower - Cumberland Falls	KY Extending double track 40,120 feet KY Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete
Knoxville - Chattanooga	TN Double Stack Clearances TN Estimated Completion Date: Complete	Track	Design Const	Complete Complete
		Bridge	Design	Complete
Marshfield	IN Upgrade and extend siding 7,908 feet Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
		Bridge	Design Const	Complete Complete
		Signal	Design Const	Complete Complete
Oak Harbor	OH Construct track connection Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete
Pattensburg	NJ Clearance-9 Bridges Estimated Completion Date: Complete	Bridge	Design Const	Complete Complete
Pattensburg	NJ Siding Extensions Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
		Signal	Design Const	Complete Complete
Pattensburg	NJ Tunnel Clearance Estimated Completion Date: 3Q99	Bridge	Design Const	Complete In progress

**Surface Transportation Board Operational Monitoring Report**  
*As of August 31, 1999*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Philadelphia	PA	Construct crossover - Zoo Estimated Completion Date: 2Q00	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Piney Flats	TN	Extend siding 6,610 feet Estimated Completion Date: Complete	Land		Complete
			Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Port Reading	NJ	Chemical Coast Clearance Projects Estimated Completion Date: 4Q99	Track	Design Const	In progress
			Bridge	Design Const	In progress
Rader	TN	Extend siding 5,189 feet Estimated Completion Date: Complete	Land		Complete
			Track	Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Reading - Philadelphia	PA	Traffic Control System and remove pole line Estimated Completion Date: 4Q00	Signal	Design Const	Complete
Riverton Jct - Roanoke	VA	Clearance projects Estimated Completion Date: Complete	Bridge	Design Const	Complete Complete
Sandusky (Bellevue)	OH	Construct Triple Crown Terminal Estimated Completion Date: Complete	Track	Design Grade/Pave	Complete Complete
			Building	Const	Complete
Sidney	IL	Construct track connection Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Sido	MO	Double tracking 36,458 track feet Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Sloan	IL	Extend siding 5,027 track feet Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete

# Surface Transportation Board Operational Monitoring Report

As of August 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location	Project	Dept	Phase	Status
Southern Tier	NY Southern Tier Rehabilitation Estimated Completion Date: <b>2Q00</b>	Track Bridge	Const Design Const	Project being defined. In progress
St. Louis (Mitchell)	MO Expand Mitchell Triple Crown Terminal Estimated Completion Date: 4Q99	Track Signal	Design Grade/Pave Design Const	Complete In progress <b>Complete</b>
Toledo	OH Intermodal Terminal Estimated Completion Date: <b>2Q00</b>	Track	Design Grade/Pave	Project being defined.
Tolono	IL Track Connection Estimated Completion Date: 3Q99	Track Signal	Design Grading Const Design Const	Complete Complete Complete Complete In progress
Vermillion	OH Track Connection Estimated Completion Date: Complete	Land Track Signal	Design Grading Const Design Const	Complete Complete Complete Complete Complete
Wabash	IN Construct connection track Estimated Completion Date: 4Q99	Track Signal	Const Design Const	In progress Complete In progress

**Note:** Bold print indicates changes from previous report. If status of project phase is blank, work on that part of the project has not yet begun.



# Surface Transportation Board Operational Monitoring Report

*As of August 31, 1999*

## INFORMATION TECHNOLOGY

### Systems and Personnel Training

Operating Area	Project	Status
<b>TRANSPORTATION</b>		
Car Management and Movement	Systems – Multiple projects	Implementation Complete. Continue to monitor functionality of systems and make program adjustments where necessary.
Includes Thoroughbred Yard Enterprise System (TYES) and Central Yard Operations (CYO) System	Personnel Training	
	Prepare training materials for TYES and CYO	Complete
	Trainer orientation	Complete
	TYES training at Conrail locations	In progress
Train Dispatching	Systems	Implementation Complete. Continue to monitor functionality of systems and make program adjustments where necessary.
	Personnel Training	
	Prepare computer-based training materials for Norfolk Southern Train Information System (TIS) and Train System Accident Reporting System (TSAR).	Complete
	Train Conrail employees at Dearborn, Pittsburgh, and Mt. Laurel	In progress; estimated completion date: 3Q99
Locomotive Management	Systems	Implementation Complete.
	Personnel Training	
	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train employees at 8 Conrail locations	Complete



# Surface Transportation Board Operational Monitoring Report

As of August 31, 1999

## INFORMATION TECHNOLOGY

Operating Area	Project	Status
<b>OPERATIONS PERSONNEL</b>		
Crew Management	Systems	Implementation Complete. Continue to monitor functionality of systems and make program adjustments where necessary.
	Personnel Training	
	Prepare training materials	Complete
	Train Conrail employees	Complete
Train and Engine (T&E) Payroll	Personnel Training	
	Prepare training materials; conduct pilot sessions	Complete
	Train T&E crews	Complete
Non-Train and Engine Payroll	Personnel Training	
	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train Conrail employees	Estimated completion date: 3Q99
<b>CUSTOMER SERVICE</b>		
Electronic Customer Connectivity	Systems	Complete
	Personnel Training	
	Testing new systems	Complete
	Customer Coordination	
	Information to be distributed to customers	Complete
National Customer Service Center	Personnel Training	
	Prepare training materials	Complete
	Train employees in Pittsburgh and Atlanta	Estimated completion date: 3Q99

**Note:** Bold print indicates changes from previous report.

## **Surface Transportation Board Operational Monitoring Report**

*As of August 31, 1999*

### **CUSTOMER SERVICE**

#### ***Transition Process***

Transition team members for NS are in place in Philadelphia and working in Customer Service. The team's operational duration remains undetermined. The additional phone lines added to our toll-free number have enabled us to handle larger volumes of calls. The phone trace system, which is an automated feature of our toll-free line that allows a customer to trace the location of its cars by keying in car numbers on the telephone key pad, continues to work as expected.

#### ***Personnel***

Additional training stations have been set up at three locations – Conway Yard (Pittsburgh); Elkhart, Indiana; and Columbus, Ohio – for training personnel involved in implementing new data systems on NS portions of Conrail. Fifty additional trainers supplied by an outside firm are assisting in systems rollout. All supervisory positions have been filled for Data Quality and the Agency Operations Center. All of the positions in Customer Service have been filled. New personnel are trained as they come into the Centers.

#### ***Customer Awareness***

NS continues to host customer meetings to evaluate and provide feedback on the Company's planning processes and strategies. NS continues to make numerous meetings and presentations in order to keep our customers informed.

The Customer Resource Guide has been completed and distributed to our customers through our Sales Department. This guide provides customers with all resources and information necessary for doing business with the new NS.

The Help Desk Directory, a guide to services and benefits completed and sent to our customers prior to Split Date, lists key phone numbers that connect users to areas that may assist them in answering questions about NS. It is available in three formats: a pocket guide for employees, a list for customers, and an expanded version available for downloading from the Internet.

**R.J. Haulter**  
Assistant Vice President-Integration Planning

September 2, 1999

Melvin F. Clemens, Jr.  
Director Office of Compliance and Enforcement  
Surface Transportation Board  
Washington, DC 20423-0001

Dear Mr. Clemens:

Attached to this letter are the Operational Monitoring Reports required in STB Finance Docket No. 33388.

The reports are presented in the following order:

Labor Implementing Agreements .....	Page 1
Labor Task Force .....	Page 2
Construction and Other Capital Projects Table .....	Pages 3-4
Information Technology .....	Pages 5-8
Customer Service .....	Pages 9-11
Training .....	Pages 12

Note: Italicized information indicates a change or update from the last report.

Please contact Bob Haulter, Assistant Vice President-Integration Planning at CSX Transportation (E-mail: [Bob\\_Haulter@csx.com](mailto:Bob_Haulter@csx.com)) if there are any issues that need clarification or explanation. As information, coincident with filing this report with the STB, CSXT has made this report available on our web site ([www.csx.com](http://www.csx.com)).

Very truly yours,

Bob Haulter

cys: Peter J. Shudtz, Vice President  
Law & General Counsel

Paul R. Hitchcock - J150  
Senior Counsel



**CSX TRANSPORTATION, INC.**  
**STB OPERATIONAL MONITORING REPORT**  
**As of August 31, 1999**

**Table of Contents**

The reports are presented in the following order:

Labor Implementing Agreements .....	Page 1
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Training .....	Page 12

Note: Italicized information indicates a change or update from the last report.



# STB OPERATIONAL MONITORING REPORT

As of August 31, 1999

## LABOR

The status of the Labor Implementing Agreements is as follows:

Labor Organization	Status
International Brotherhood of Boilermakers, Iron-Ship Builders, Blacksmiths, Forgers and Helpers	Implementing agreement reached.
United Railway Supervisors Association - on behalf of the claim agents	Implementing agreement reached.
United Railway Supervisors Association - on behalf of the engineering supervisors	Implementing agreement reached.
National Conference of Firemen & Oilers	Implementing agreement reached.
American Railway and Airway Supervisors Association, Division of TCU, representing bridge inspectors	Implementing agreement reached.
Fraternal Order of Police	Implementing agreement reached.
American Train Dispatchers Department of the Brotherhood of Locomotive Engineers	Implementing agreement reached.
International Brotherhood of Electrical Worker	Implementing agreement reached.
Sheet Metal Workers International Association	Implementing agreement reached.
United Railway Supervisors Association on behalf of Mechanical Department Supervisors	Implementing agreement reached.
United Transportation Union	Implementing agreement reached.
United Transportation Union - Yardmasters Department	Implementing agreement reached.
Brotherhood of Locomotive Engineers	Implementing agreement reached.
Brotherhood of Maintenance of Way Employees	Implementing Agreement reached. BMW's and IAM's petitions for review of the arbitrated BMW implementing agreement have been dismissed.
Brotherhood of Railway Signalmen	Implementing agreement reached.
International Association of Machinist	Implementing agreement reached.
Transportation Communication International Clerks Union	Implementing agreement reached.
Brotherhood Railway Carmen Division - TCU and Transport Workers Union of America	Implementing agreement reached. TWU's petition for review has been dismissed.

# **STB OPERATIONAL MONITORING REPORT**

**As of August 31, 1999**

## **LABOR**

### **Labor Management Task Force**

CSXT has now sent an invitation to each of its unions with which an implementing agreement has been reached and which will continue to represent employees on CSXT to participate in a labor task force similar to the one established with the United Transportation Union. To date, the National Conference of Firemen & Oilers, the International Brotherhood of Boilermakers, Ironship Builders, Blacksmiths, Forgers and Helpers, Transportation Communications International Union, International Brotherhood of Electrical Workers, Brotherhood of Railway Signalmen and American Train Dispatchers Department-BLE have responded affirmatively to our invitation to participate in a labor task force similar to the one established with the United Transportation Union.

The International Association of Machinist and Aerospace Workers also was invited to establish a labor task force. The Organization respectfully declined the invitation citing its current participation in the CSXT labor/management safety program and the SACP Program currently being sponsored by the Federal Railroad Administration. The IAM did, however, state that it "will always be willing to meet with representatives of CSXT and other rail labor representatives to discuss specific issues concerning the application of our implementing agreement and safety related issues as deemed necessary and appropriate."

*CSXT has held labor task force meetings with a number of its unions. CSXT will hold additional meetings, as the need arises. Further, CSXT continues its effort to have frequent communications with its unions to guarantee that issues which may still arise with respect to the implementation of the transaction receive prompt attention.* For instance, since the implementation of the transaction CSXT's President, Senior Vice President of Operations and Vice President of Labor Relations have participated in weekly conference calls with the UTU and BLE General Chairmen to discuss any problems with the transition. *Because of the progress made with respect to implementing the transaction, the conference call is now made bi-weekly.*

**STB OPERATIONAL MONITORING REPORT**

As of August 31, 1999

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Status	Expected Completion Date
1)	Greenwich, Ohio to Pine Junction, Indiana	Construct 2 <sup>nd</sup> main track with TCS on B&O including connections.	Complete	4Q 98
2)	Quaker to Greenwich, Ohio	Construction by Conrail of 2 <sup>nd</sup> main track with TCS.	Complete	4Q 98
3)	Willard, Ohio	Yard Expansion	Complete	1Q 99
4a)	Crestline, Ohio	a) Construct or rehabilitate connection tracks with Indianapolis Line.	a) Complete	2Q 99
4b)	Sidney, Ohio	b) Connection Track	b) Complete	4Q 98
4c)	Marion, Ohio	c) Rehabilitate Connection Track	c) Complete	1Q 99
5)	Carleton, Michigan	Connect track with Conrail	Complete	4Q 98
6a)	Alice, Indiana	a) Siding Extension	a) Complete	a) 3Q 98
6b)	Harwood, Indiana	b) Siding Extension	b) Complete	b) 4Q 98
7a)	Chicago, Illinois	a) Intermodal Expansions	a) Complete	a) 3Q 98
7b)	Cleveland, Ohio	b) Intermodal Expansions	b) Complete	b) 1Q 99
7c)	Philadelphia, Pennsylvania	c) Intermodal Expansions	c) Underway	c) 3Q 99
7d)	Little Ferry, New Jersey	d) Intermodal Expansions	d) Complete	d) 3Q 98
8)	Philadelphia, Pennsylvania	Rebuild Eastwick connection track with Conrail.	Complete	4Q 98
9)	Hobart, Indiana to Tolleston, Indiana	Restoration of connection and main track between Hobart & Tolleston.	Complete	2Q 99



# STB OPERATIONAL MONITORING REPORT

As of August 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Status	Expected Completion Date
10)	Chicago, Illinois	Chicago area-upgrade connection tracks and other improvements.	Complete	2Q 99
11)	Newell & New Castle, Pennsylvania	Upgrade capacity on the Mon. Subdivision	Complete	4Q 98
12)	Albany, New York to Bergen, New Jersey	Extend 3 sidings by Conrail on River Line	Complete	4Q 98
13)	Little Ferry, New Jersey	Connection track Conrail/NYSW	Complete	2Q 99
14)	Dolton, Illinois	Connection track @ Lincoln Avenue CSX/IHB	Complete	2Q 99



# STB OPERATIONAL MONITORING REPORT

As of August 31, 1999

## INFORMATION TECHNOLOGY

### Information Technology

The implementation strategy, training plans, and status of the Information Technology (IT) initiatives affecting the following Operating Areas are summarized:

- ❖ Customer Service
  - Electronic Customer Connectivity
- ❖ Operations Personnel
  - Crew Management
- ❖ Transportation
  - Car Management & Movement
  - Locomotive Management
  - Train Dispatching

Operating Area	Implementation Strategy	Status	Training
Customer Service Electronic Customer Connectivity	<p>All inbound (e.g. bill-of-lading) and outbound (e.g. car tracing) electronic communications with existing Conrail customers are to be migrated to CSX and NS. All customers will be informed of their system migration options and have the opportunity to test the replacement electronic connections prior to a transfer of the customer communications links on Day 1.</p> <p>CSX and NS will work with all affected customers and EDI vendors to develop migration plans</p>	<p>Systems testing in process and on schedule</p> <p>A joint letter was distributed to current Conrail customers</p> <p>Existing and new Conrail Electronic Commerce customers have been contacted by CSX in separate mailings</p> <p>Electronic Commerce Certification of Conrail customers acquired by CSX is in progress.</p> <p>Planned customer conversions to CSX Electronic Commerce tools are complete.</p>	<p>All customers will be provided adequate systems documentation and a detailed description of any changes to their current Conrail-provided electronic services</p> <p>All customers targeted for conversion to CSX electronic commerce tools have received information regarding the changes.</p> <p>All customer training and customer conversions are complete.</p>

# STB OPERATIONAL MONITORING REPORT

As of August 31, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Operations Personnel Crew Management	<p>Separation of callings desks (CSX, NS, SAC) in Dearborn, MI has been pre-negotiated and is in place. There will be a phased roll-out of eight calling desks to TECS – the CSX Crew Calling System. The first desk will be rolled out 50 days after Day 1.</p> <p>T&amp;E Crews will continue to submit paper time sheets to Dearborn, MI until the TECS desk roll-out is completed. Paperless payroll implementation will take place 2 weeks after each TECS desk implementation. The entire roll-out will take approximately seven months.</p>	<p>Systems development in process and on schedule.</p> <p>The TECS desk roll-out is still on schedule.</p> <p>Revised roll-out now estimates 6 months.</p>	<p>CSX Payroll officers will train T&amp;E employees on the CSX Payroll system immediately following the implementation of TECS. Local Chairman will participate in the training. Training documents have been prepared and presented to Conrail personnel.</p> <p>Training sessions have been scheduled.</p>
Transportation Car Management and Movement	<p>Field personnel will continue using Conrail application systems supporting yard inventory, train consisting and work orders after Day 1.</p> <p>Disposition and management of empty cars will occur in Jacksonville using CSX systems after Day 1 to ensure coordinated system wide transportation operations.</p> <p>Customers on the acquired territory will continue to order empty cars and obtain information on order status as they do today.</p> <p>CSX systems will be rolled-out to the acquired Conrail territory in 5 phases after Day 1.</p>	<p>Systems development in process and on schedule.</p> <p>Toledo Stanley Yard was cut-over to CSX systems July 27<sup>th</sup>.</p>	<p>Conrail Car Management team has been hired for the transition period. Training of Conrail Car Management staff has begun and is scheduled for completion by the end of May.</p> <p>Training of affected field location personnel to begin 30 days prior to each field roll-out phase.</p>

# STB OPERATIONAL MONITORING REPORT

As of August 31, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Transportation Locomotive Management	<p>CSX Locomotive Management System (LMS) will be used to manage locomotives in CSX acquired territory beginning on Day 1. This will occur from the Operations Center in Philadelphia, PA for approximately 180 days after Day 1. The management team in Philadelphia will consist of two locomotive managers and one senior locomotive manager. Dual entry of locomotive assignments will be made to the Conrail Locomotive Distribution System (LDS). Shutdown of Conrail LDS will accompany field roll-out and will be dependent upon other Conrail Systems (TRIMS &amp; TMS) no longer relying on assignments being passed from Conrail LDS.</p> <p>Within 180 days after Day 1, locomotive management for the acquired Conrail territory will be relocated to the Kenneth Dufford Center in Jacksonville. Two CSX Locomotive Managers will manage the acquired territory at that time.</p>	<p>Implementation was completed June 1<sup>st</sup>.</p> <p>Dual entry into Conrail LDS was discontinued June 15<sup>th</sup>.</p> <p>The locomotive management of the acquired territory was transitioned to the Kenneth Dufford Center in Jacksonville, FL on July 12, 1999.</p>	<p>Locomotive managers for the acquired Conrail territory have been trained on the CSX Locomotive Management System (LM). Locomotive Management has conducted training that included cross training of CSX and Conrail cultures.</p>



# STE OPERATIONAL MONITORING REPORT

As of August 31, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
<p>Transportation</p> <p>Train Dispatching</p>	<p>Train dispatchers will continue to use current Conrail systems. Phase 1 geographic realignments will separate dispatchers into CSX, NS &amp; SAC entities within current division offices. Phase 1 will complete 90-120 days after Day 1.</p> <p>Phase 2 division realignment will move dispatchers to acquiring road's division. CSX Cleveland East dispatcher in Dearborn, MI will move to CSX headquarters in Indianapolis, IN. CSX Chesapeake &amp; Riverline dispatchers in Mt. Laurel, NJ will move to CSX headquarters in Albany, NY. Phase 2 will complete 90-120 days after an implementing agreement has been reached.</p> <p>Phase 2 moves are contingent upon Phase 1 realignment completion for territory being transferred. Also contingent upon an implementing agreement being in place with the ATDD.</p>	<p>Systems development has been completed and implementation is proceeding on schedule.</p> <p>Phase 1 realignments : Albany, Indianapolis &amp; Philadelphia complete.</p> <p>Dearborn Division started.</p> <p>Dearborn will be complete Mid-August 1999.</p> <p>Phase 2 realignments: Two dispatcher desks moved from Indianapolis to Dearborn on 7/27/99.</p> <p>Phase 2 projected to be completed with CSAO dispatcher move from Dearborn to Mt. Laurel on 8/10/99.</p> <p><i>The realignment project is now complete.</i></p> <p>Implementing agreements are now in place.</p>	<p>Dispatchers will be trained on their new territory using the current processes in place at Conrail.</p>



# **STB OPERATIONAL MONITORING REPORT**

**As of August 31, 1999**

## **Customer Service Progress Report**

The following report outlines our progress toward the twin goals of 1) Achieving and maintaining customer confidence in the transaction, and 2) Insuring the integration of the acquired territories and personnel into the Customer Service Center in Jacksonville.

### **The Transition Process**

Traffic flow on CSXT was maintained through June 1 and beyond, with little or no delays experienced due to Customer Service data reporting issues. The humps were kept operating and the terminals on the acquired territory remained fluid from a data reporting and train document perspective. Data transfer, classification, and billing issues were worked out as they were discovered and logged. To expedite the operation from a Customer Service standpoint, a variety of personnel were on the site in Pittsburgh to lend their expertise, and both operating and technology bridge lines were kept open during the first week to maximize communications. On hand were Information Technology people, experts in training, and both contract and non-contract personnel familiar with CSX systems and procedures. Each contributed enormously to the success of the transition, dealing as they did with a variety of issues as they occurred. Most recently, we have converted Stanley Yard in Toledo to CSX systems and procedures, thus bringing the Toledo Terminal and its customers under one unified operation. The Stanley conversion was undertaken with the same care and attention to detail as the June 1 transition, and, although only underway since July 27, our observation has been that the operation is proceeding smoothly.

### **Personnel**

One factor in providing a smooth transition on and after Day One was that Pittsburgh Customer Service continued to work in the Conrail TRIMS system, and to use procedures already learned. Only in the case of billing-related issues, such as received interchange, and only with trains that had to "hop the fence" between systems was it necessary to change the way Pittsburgh operated. To accomplish this change, personnel were trained in the classroom environment prior to the cut-over, and were assisted afterwards by contract Traveling Specialists and non-contract management personnel from Jacksonville.

# **STB OPERATIONAL MONITORING REPORT**

**As of August 31, 1999**

## **Customer Service Progress Report Continued**

The Command Center employees assisted in data problem identification/resolution and error correction. Contract and non-contract personnel in both Pittsburgh and Jacksonville worked together in a true spirit of cooperation and a sense of mutual purpose to make the transition successful.

Since the transition began, Labor and Management have had good rapport and have worked well together, complying conscientiously with the TCU Implementation Agreement. In addition, the training group held 2-day post-split classes in work order and interchange reporting. Response from students was reported as favorable, as several indicated that the post-split training increased their understanding of the new processes. Building on our experiences, additional training materials are currently being developed, and will be offered on 1<sup>st</sup> and 2<sup>nd</sup> shifts prior to each field roll-out phase.

### **Customer Familiarization**

Shipping guides providing essential information on doing business with CSX have been mailed to customers in the acquired areas. Similar guides, customized for the purpose, have been sent to customers in the Shared Areas.

Immediately after the June 1 cut-over, call volumes in the Customer Satisfaction group went up to approximately 63% above the projected norm – that is, average calls received by Jacksonville plus a proportional amount of calls received by Philadelphia prior to the transition. To handle the rise in call volumes, a tiered response plan whereby personnel were added in on demand to answer calls and handle inquiries was in place and used accordingly. Experienced customer service personnel were also retained in Philadelphia to help with the resolution process. Call volumes have trended downward over the last 7 weeks, and a low of 15% above the norm has been achieved. Field forces are consistently attending to items on the daily Customer Satisfaction “hot sheet”, making operating adjustments where appropriate to expedite time-sensitive shipments.

## **STB OPERATIONAL MONITORING REPORT**

**As of August 31, 1999**

### **Customer Service Progress Report Continued**

Customer Service, in teamwork with Sales and Marketing, continues to contact customers who will be converted to CSX systems and tariffs in the near future in order to make the changes as transparent to them as possible.

The standard brochure has been personalized for each of these customers, with special telephone numbers and other vital data attached. The special brochures include such items as car ordering procedures, rate changes, bill of lading submission procedures, and new Customer Service representatives.

Customer communication will continue to include news releases, blast faxes, mailings, and regular interaction with our Electronic Commerce personnel.



# **STB OPERATIONAL MONITORING REPORT**

**As of August 31, 1999**

## ***STB Status Report on Training***

### ***Clerical Employees***

***One-on-one training was conducted for employees in Toledo affected by the cutover of CSX systems. Training for the next scheduled field roll-out location is developed and the implementation schedule is being prepared.***

### ***Train & Engine Service Employees***

***Field Roll Out training began in Indianapolis on August 23 to prepare employees for the implementation of CSX systems. The implementation of the CSX systems will be on October 11, 1999. FRO training is scheduled to begin in other outlying areas beginning the week of September 6. This training is designed for T&E employees to learn how to use and complete CSX Train Documentation.***

### ***Field Transportation Supervisors***

***Implementation for Stanley Yard (Toledo, Ohio) was completed on 8/13. Follow-up training for Yardmasters and Trainmasters in the Indianapolis area began on 8/16. To date, 5 Yardmasters and 2 Trainmasters have completed training. Training was also provided for approximately 40-45 New Jersey Shared Asset employees. The employees consisted of clerical, yardmasters and trainmasters. The training consisted of applications located in the CSX computer system dealing with train movement, and was delivered between 8/16 and 8/20.***

### ***Crew Management***

***All TECS crew dispatcher training will be completed October 16, 1999. There are three classes remaining on schedule. The last Conrail desk is scheduled for cut over to TECS on November 15, 1999.***

### ***Customer Service***

***Field roll-out training for the customer service representatives is progressing on schedule; training for managers is scheduled. The management training covers tasks that managers must understand to track the work of their team and assure that systems are functioning properly.***

### ***Dispatching***

***Training was conducted at the dispatching office during August. We worked with several Directors of Train Operations, Assistant Chiefs and Locomotive Managers on Train Movement. Locomotive Management and AMS functions.***



STB

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SURFACE TRANSPORTATION BOARD

# Memorandum

195538



DATE: September 9, 1999

**TO** : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

**FROM** *M* *FOR* : Mel Ciemens, Director  
Office of Compliance and Enforcement

ENTERED  
Office of the Secretary  
SEP - 9 1999  
Part of  
Public Record

*D*

**SUBJECT** : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

**Attachments**

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger



500 Water Street (J300)  
Jacksonville, FL 32202  
Phone (904) 366-4684  
Fax (904) 359-1705

Danford L. Price  
Assistant Vice President -  
Service Measurements

September 8, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, September 3rd.

The reports this week continue to indicate normal operating conditions, most measurements moving very little. Total cars on line increased almost insignificantly (1%). Cars-on-line and train speed measurements moved slightly in an unfavorable direction, balanced by terminal dwell which moved slightly more favorably.

Within the shared asset areas, daily on-hand car counts decreased at all three locations; however, overall terminal dwell time increased from 37.5 to 43.1 hours. The most significant increase was at Oak Island, where crew and power availability for outbound trains impacted dwell times.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

#### **Gateway Operations**

Interchange timeliness changed very little, and although still an item of management focus, the performance has not caused significant reported problems for customers or connecting carriers.

#### **Yards and Terminals**

Yard and terminal measurements show a generally favorable trend, in spite of heavy traffic levels during the week. Average daily dwell again decreased slightly at the IHB yards, Blue Island and Gibson, despite continued scheduled maintenance of way work in the Chicago area. The dwell numbers for Willard, Ohio, continues to fluctuate based on traffic flows during the week. This week the dwell hours at Willard were up 3%, from the previous week.



Yard performance measurements reveal the kind of fluctuations that can be expected. For instance, the measurement of cars on-hand at Selkirk (Albany) as well as terminal dwell decreased this week. Cars on-hand at Buffalo increased as did terminal dwell with cars handled showing a slight decrease. Syracuse basically remained the same from the previous week, with little change in car counts and dwell. The cars on-hand at Chicago (Barr) increased but the dwell time decreased by 2.8 hours. Cincinnati (Queensgate) cars on-hand decreased and dwell time showed a 2.9 hour reduction.

In short, we are encountering no exceptional yard/terminal operating difficulties. Weekly dwell hours at some terminals occasionally have been higher than optimum, while others show real improvement. These fluctuations are all within normal operational control limits. CSXT continues to balance the network for improvement.

### **Corridor Performance**

Two of the six corridors improved when compared to the previous week in the on-time-to-two-hours-late category. The corridor with the best performance during the reported week, Chicago to Baltimore, increased by 14 percentage points. The biggest decline in performance was the I-95 corridor that had scheduled engineering maintenance. Chicago-to-Northeast and East-St.-Louis-to-Northeast also declined. In summary, corridor performance can be described as "mixed". The percent of trains in the greater-than-six-hours-late category improved by 2 percentage points, while the percentage of trains in the on-time-to-two-hours-late category declined by 3 percentage points.

### **Shared Areas**

Daily on-hand car counts decreased at all three locations. Oak Island volume was still above plan levels. Detroit North Yard on-hand volume reflected fewer empties held for prospective loading.

Overall terminal dwell time increased from 37.5 to 43.1 hours. The most significant increase was at Oak Island, where crew and power availability for outbound trains impacted dwell times.

Road train origination delay hours increased again over the prior week in the Shared Areas. Eighteen trains were delayed a total of 225 hours for unavailable crews. Reported power delays were 14 trains for 172 hours.

### **Additional Measurements**

Cars Offered in Interchange decreased from a daily average of 61 the prior week to an average of 49 for the current reported week. Total Train Delay per the daily snapshot continues to show little change. Blocked Sidings or Multiple Main Lines also remained the same, zero for the current reported week. Locomotive Out of Service Ratio increased slightly (5.2% versus 5.0% for the previous week).

On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the third week. Amtrak

performance remained at 80% on-time for 10 trains, and MARC train performance was 90% for 90 trains measured compared to 94% the previous week.

Our goal is to continuously improve our performance. However, fluctuations in operating statistics are routine and are to be expected. The reported measurements do not suggest any significant negative trends and, as noted, there are several improvements to report. Nonetheless we recognize that we need to continue our efforts to reach levels of service that will exceed customer expectations.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements

## Surface Transportation Board

### Performance Measures

For the week ending: 09/03/99

#### Yard Performance

(Composite of NS/CSX Traffic)

Location	Measure	Monday 8/30/99	Tuesday 8/31/99	Wednesday 9/1/99	Thursday 9/2/99	Friday 9/3/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	913	519	687	651	571
	Cars On Hand - Empty	621	384	443	486	614
	Cars On Hand - Total	1534	903	1130	1137	1185
	Cars Handled	678	799	533	520	622
	Dwell Hours	45.2	55.0	49.2	65.6	57.0
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	236	240	214	232	236
	Cars On Hand - Empty	185	93	210	203	245
	Cars On Hand - Total	421	333	424	435	481
	Cars Handled	497	372	395	507	239
	Dwell Hours	49.4	34.4	32.3	30.8	33.1
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	144	137	131	141	160
	Cars On Hand - Empty	68	53	103	71	117
	Cars On Hand - Total	212	190	234	212	277
	Cars Handled	158	232	340	270	304
	Dwell Hours	34.2	23.0	24.3	26.5	26.0

**CSX Comments:** Daily on hand car counts decreased at all three locations this week. The volume of cars handled at Oak Island was still above planned levels while Pavonia returned to prior observed levels. Detroit North Yard on hand volume reflected less empties held for prospective loading. Overall terminal dwell increased from 37.5 hours to 43.1 hours. The most significant increase was at Oak Island where crew and power availability for our bound trains impacted dwell times.



# Surface Transportation Board

## Performance Measures

For the week ending: 09/03/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	8/30/99	8/31/99	9/1/99	9/2/99	9/3/99
North Jersey SAA	Number of Originations	17	20	22	22	23
	% Ontime	29%	50%	41%	36%	57%
	% Late 0-2 Hours	12%	25%	27%	23%	35%
	% Late 2-4 Hours	18%	10%	18%	18%	0%
	% Late 4-6 Hours	12%	15%	0%	5%	4%
	% Late GT 6 Hours	29%	0%	14%	18%	4%
South Jersey SAA	Number of Originations	10	9	12	7	6
	% Ontime	10%	33%	33%	29%	33%
	% Late 0-2 Hours	10%	11%	17%	29%	33%
	% Late 2-4 Hours	20%	0%	17%	0%	17%
	% Late 4-6 Hours	0%	11%	17%	14%	17%
	% Late GT 6 Hours	60%	44%	17%	29%	0%
Detroit SAA	Number of Originations	8	11	7	8	7
	% Ontime	38%	55%	71%	50%	57%
	% Late 0-2 Hours	25%	18%	29%	25%	29%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	27%	0%	13%	0%
	% Late GT 6 Hours	38%	0%	0%	13%	14%

**CSX Comments:** Hours held for road train delay increased over the prior week. Crew delays decreased from 21 trains to 18 trains although number of hours held increased from 198 to 225 hours. Power delays decreased slightly as well from 17 trains to 14 trains; 172 hours.



## Surface Transportation Board

### Performance Measures

For the week ending: 09/03/99

#### CSXT Cars Offered in Interchange but not Accepted

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	8/30/99	8/31/99	9/1/99	9/2/99	9/3/99	Average
Cars Offered	NS	212	2	2	0	0	43
	All Other	31	0	0	0	0	6
	Total	243	2	2	0	0	49

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### CSXT Train Delay

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Cause of Delay	8/30/99	8/31/99	9/1/99	9/2/99	9/3/99	Total
Train Delay	Crew	0	0	2	1	0	3
	Power	2	2	1	4	3	12
	Congestion/Staging	0	0	0	0	0	0
	Total	2	2	3	5	3	15

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).

# Surface Transportation Board

## Performance Measures

For the week ending: 09/03/99

### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	8/30/99	8/31/99	9/1/99	9/2/99	9/3/99	Total
Blocked	Sidings	0	0	0	0	0	0
	Multiple Main Lines	0	0	0	0	0	0
	Total	0	0	0	0	0	0

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotive	8/30/99	8/31/99	9/1/99	9/2/99	9/3/99	Average
Locomotive OOS	OOS Ratio	5.5	5.2	5.2	5.0	4.9	5.2

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

### CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	8/30/99	8/31/99	9/1/99	9/2/99	9/3/99	Average
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	100%	100%	50%	100%	80%
MARC	Trains	18	18	18	18	18	90
	% On Time	94%	83%	100%	78%	94%	90%

AMTK measured according to contract with CSXT.

**George A. Aspatore**  
**General Solicitor**

(757) 629-2657  
(757) 533-4872  
E-mail [gaaspato@nscorp.com](mailto:gaaspato@nscorp.com)

**September 8, 1999**

**Mr. Melvin F. Clemens, Jr.**  
**Director, Office of Compliance and Enforcement**  
**Surface Transportation Board**  
**1925 K Street, NW**  
**Washington, D.C. 20423-0001**

**Dear Mr. Clemens:**

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending September 3, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.  
September 8, 1999  
Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



September 8, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

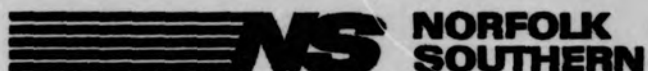
Dear Mr. Clemens:

This week's report demonstrates that Norfolk Southern's operations remain largely unchanged despite the heavier traffic volume that we have experienced over the past month. The growth in traffic was accompanied by increases in the number of cars on line and in terminal dwell times. Despite these metrics, however, the average train speed remained relatively constant. On the monitored corridors and Chicago gateway operations, 136 trains were held for terminal congestion, 61 trains were held for crews, and 48 trains were held for power.

In the Shared Assets Areas, on-hand car volumes decreased at all three locations. However, average dwell time increased at each of the SAA terminals – the most significant increase being at Oak Island, where crew and power availability for outbound trains impacted dwell times. Overall, the SAA yards maintained fluidity. Lack of power resulted in 14 trains being delayed for 172 hours, while 18 trains were held for 225 hours awaiting crews. Additionally, 32 originating trains were delayed for 371 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 85% of the train delay hours in the SAAs.

We continue to reevaluate our routing strategies and to rollout NS's information management systems, which will improve our car and locomotive visibility. I am confident that these efforts will yield future improvements in our service.

Sincerely,



### NS Cars Offered in Interchange but not Accepted

offered	Monday 30-Aug	Tuesday 31-Aug	Wednesday 1-Sep	Thursday 2-Sep	Friday 3-Sep	daily average
CSX	90	90	90	90	90	90
other	0	0	211	114	0	65
<b>Total</b>	<b>90</b>	<b>90</b>	<b>301</b>	<b>204</b>	<b>90</b>	<b>155</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### NS Train Delay

cause	Monday 30-Aug	Tuesday 31-Aug	Wednesday 1-Sep	Thursday 2-Sep	Friday 3-Sep	total
Crew	7	8	6	11	2	34
Power	16	19	12	12	13	72
Yard Congestion	6	12	7	5	12	42
<b>Total</b>	<b>29</b>	<b>39</b>	<b>25</b>	<b>28</b>	<b>27</b>	<b>148</b>

Snapshot taken between 2:00 and 3:00 each day  
Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

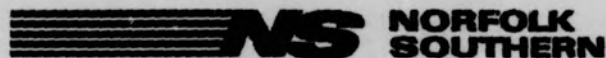
track	Monday 30-Aug	Tuesday 31-Aug	Wednesday 1-Sep	Thursday 2-Sep	Friday 3-Sep	total
Multiple Mains	4	4	3	5	4	20
Siding	8	13	8	7	7	43
<b>Total</b>	<b>12</b>	<b>17</b>	<b>11</b>	<b>12</b>	<b>11</b>	<b>63</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 30-Aug	Tuesday 31-Aug	Wednesday 1-Sep	Thursday 2-Sep	Friday 3-Sep	week avg.
<b>Total</b>	<b>5.1%</b>	<b>4.9%</b>	<b>4.9%</b>	<b>5.0%</b>	<b>4.7%</b>	<b>4.9%</b>

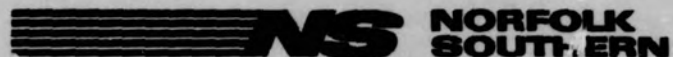
Snapshot taken at midnight  
Does not include locomotives leased out or stored



For the week ending 9/3/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	8/30/99	8	38%	25%	0%	0%	38%
	8/31/99	11	55%	18%	0%	27%	0%
	9/01/99	7	71%	29%	0%	0%	0%
	9/02/99	8	50%	25%	0%	13%	13%
	9/03/99	7	57%	29%	0%	0%	14%
Detroit Total		41	54%	24%	0%	10%	12%
North Jersey Total	8/30/99	17	29%	12%	18%	12%	29%
	8/31/99	20	50%	25%	10%	15%	0%
	9/01/99	22	41%	27%	18%	0%	14%
	9/02/99	22	36%	23%	18%	5%	18%
	9/03/99	23	57%	35%	0%	4%	4%
North Jersey Total		104	43%	25%	13%	7%	13%
South Jersey Total	8/30/99	10	10%	10%	20%	0%	60%
	8/31/99	9	33%	11%	0%	11%	44%
	9/01/99	12	33%	17%	17%	17%	17%
	9/02/99	7	29%	29%	0%	14%	29%
	9/03/99	6	33%	33%	17%	17%	0%
South Jersey Total		44	27%	18%	11%	11%	32%
Grand Total		189	43%	25%	10%	10%	18%



For the week ending 9/3/99

Shared Asset Area - Yard Performance

Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	8/30/99	850	68	144	212	158	34.2
	8/31/99	850	53	137	190	232	23.0
	9/1/99	850	103	131	234	340	24.3
	9/2/99	850	71	141	212	270	26.5
	9/3/99	850	117	160	277	304	26.0
North Yard MI Average		850	82	143	225	261	26.1
Oak Island NJ	8/30/99	1200	621	913	1534	678	45.2
	8/31/99	1200	384	519	903	799	55.0
	9/1/99	1200	443	687	1130	533	49.2
	9/2/99	1200	486	651	1137	520	65.6
	9/3/99	1200	614	571	1185	622	57.0
Oak Island NJ Average		1200	510	668	1178	630	54.1
Pavonia NJ	8/30/99	900	185	236	421	497	49.4
	8/31/99	900	93	240	333	372	34.4
	9/1/99	900	210	214	424	395	32.3
	9/2/99	900	203	232	435	507	30.8
	9/3/99	900	245	236	481	239	33.1
Pavonia Average		900	187	232	419	402	36.6



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SURFACE TRANSPORTATION BOARD

# Memorandum




DATE: September 2, 1999

TO : Ellen Keys, Assistant Secretary  
Section of Publications/Records  
Office of the Secretary

FROM : *Jim Greene*  
FOR Mel Clemens, Director  
Office of Compliance and Enforcement

ENTERED  
Office of the Secretary  
SEP - 2 1999  
Part of  
Public Record



SUBJECT : STB FINANCE DOCKET NO. 33388 - OPERATIONAL MONITORING DATA

Attached are the original and two copies of the public data files provided to this office by CSX and Norfolk Southern as required in the above proceeding, which are to be committed to the docket for public reference. As requested, I am providing the three paper copies to Ron Douglas, two for the docket and one for DC News. If there are any questions, please don't hesitate to contact me or Jim Greene.

Attachments

cc: Chairman Morgan  
Vice Chairman Clyburn  
Commissioner Burkes  
Richard Armstrong  
Ron Douglas  
Charles Renninger



500 Water Street (J300)  
Jacksonville, FL 32262  
Phone (904) 366-4684  
Fax (904) 359-1705

Danford L. Price  
Assistant Vice President -  
Service Measurements

September 1, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, NW, Suite 780  
Washington, DC 20423

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, August 27.

The reports this week continue to indicate normal operating conditions. Total cars on line increased almost insignificantly (1%). Terminal dwell for the system remained at 31.6 hours. Train speed had a slight increase to 18.6 compared to 18.4 mph the prior week.

In this reporting week, we continue to see steady numbers from terminals within the shared asset areas. The overall shared asset terminals achieved their lowest weekly dwell since Day 1, moving down to 37.5 hours. We also continue to see improved reliability in the six corridors measured. Additionally, the numbers for sidings-blocked and trains-delayed both improved.

A special area of emphasis continues to be the Toledo Terminal. While car counts remain high at the two yards in Toledo Terminal (Walbridge Yard and Stanley Yard), dwell hours decreased 7% (40.5 hours) at Walbridge and Stanley had a slight increase (45.5 versus 45.4) during the reported week. The change to a single operating system has proven helpful.

In examining the data CSXT provides the STB, Conrail Transaction Council, and the AAR, we would offer the following observations and interpretations:

#### **Gateway Operations**

This week's reports again show unfavorable performance in interchange timeliness with foreign carriers. Line-of-road congestion and scheduled maintenance of way work contributed to the continued low performance in the Chicago area. Although this continues as an item of management focus, the performance has not caused significant problems for customers or connecting carriers.



## **Yards and Terminals**

Yard and terminal measurements show a generally favorable trend, in spite of heavy traffic levels during the week. This was primarily due to positioning additional locomotives, decreasing maintenance of way activity, and an increase in crew availability. Average daily dwell again decreased slightly at the IHB yards, Blue Island and Gibson, despite continued scheduled maintenance of way work on the Blue Island subdivision adjoining the yards. The numbers for Willard, Ohio, continues to fluctuate based on traffic flows during the week. This week the dwell hours were up 9%, 41.3 from 37.6 from the previous week. These yards have been impacted by continued scheduled track maintenance now under way.

Yard performance measurements reveal the kind of fluctuations that can be expected. For instance, the measurement of cars on hand at Selkirk (Albany) again increased, but the numbers at Buffalo and Syracuse decreased. The cars on hand at Chicago (Barr) decreased but the dwell hours increased slightly. Cincinnati (Queensgate) cars on hand decreased and dwell hours remained basically the same.

In short, we are encountering no exceptional yard/terminal operating difficulties. Weekly dwell hours at some terminals occasionally have been higher than optimum while others show real improvement. These fluctuations are all within normal operational control limits. C&XT will continue to strive for improvement.

## **Corridor Performance**

Overall performance improved from the last report. Five of the six corridors exceeded the previous week in the on-time-to-two-hours-late category. Three corridors have sustained improvement over the past three weeks. Chicago-to-Northeast, East-St.-Louis-to-Northeast, and East-St.-Louis-to-Baltimore increased their on-time numbers for the past three weeks, while at the same time, they decreased the numbers of trains in the more-than-six-hours-late category. East St. Louis to Baltimore set a new high above previous best performance, but the best improvement was the more-than-six-hours-late category, which dropped 15 percentage points. Chicago to Baltimore had the largest decrease from the previous week due primarily to scheduled maintenance track work along the corridor.

Despite heavy track maintenance work, the New Orleans-to-Carolinas performance was up slightly from the last reporting. As indicated in prior letters, July and August are the highest track maintenance work level of the year, and all corridors have been affected.

## **Shared Areas**

Daily on hand car counts decreased at Oak Island, NJ, due mostly to working out the back log of cars from the derailment of the previous week. While cars on hand remained steady at North Yard this week, Pavonia posted a decrease due to a continuation of improved handling. Although terminal dwell remained about the same at Oak Island (44.7 down to 43.5 hours), North Yard and Pavonia both reported decreases in dwell hours, 23.2 hours and 36.6 hours, respectively. Performance at all three locations indicate a continuing fluidity.

Road train origination delays increased over the previous week. Delays associated with crew availability accounted for an increase in trains from 15 to 21, or 198 hours. Power delays remained steady at 17 trains, although the number of hours delayed decreased 7% (from 238 hours to 222 hours).

#### **Additional Measurements**

Cars Offered in Interchange decreased from a daily average of 151 the prior week to an average of 61 for the current reported week. Total Train Delay per the daily snapshot continues to remain about the same, from a weekly total of 15 the previous week to 16 for the current reported week. Blocked Sidings or Multiple Main Lines also showed a decrease from a weekly total of 14 the previous week to 0 for the current reported week. Locomotive Out of Service Ratio was essentially unchanged (4.87% versus 5.0% for the previous week).

On-time performance of Amtrak and MARC passenger trains between West Virginia and Washington, DC, the "Brunswick Line" is being reported for the third week. Amtrak performance remained at 70% on-time for 10 trains, and MARC train performance was essentially the same (96% to 94% for 90 trains measured).

Our goal is to continuously improve our performance. However, fluctuations in operating statistics are routine and are to be expected. The reported measurements do not suggest any significant negative trends and, as noted, there are several improvements to report. Nonetheless we recognize that we need to continue our efforts to reach levels of service that will exceed customer expectations.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements

# Surface Transportation Board

## Performance Measures

For the week ending: 08/27/99

### Yard Performance

(Composite of NS/CSX Traffic)

Location	Measure	Monday 8/23/99	Tuesday 8/24/99	Wednesday 8/25/99	Thursday 8/26/99	Friday 8/27/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	757	657	786	609	768
	Cars On Hand - Empty	475	527	653	747	763
	Cars On Hand - Total	1232	1184	1439	1356	1531
	Cars Handled	623	480	841	879	868
	Dwell Hours	47.7	45.5	44.5	44.8	37.3
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	235	301	280	456	311
	Cars On Hand - Empty	255	230	257	356	324
	Cars On Hand - Total	490	531	537	812	635
	Cars Handled	340	439	445	569	437
	Dwell Hours	49.7	32.2	41.5	23.1	43.3
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	168	96	148	157	151
	Cars On Hand - Empty	73	184	84	211	98
	Cars On Hand - Total	241	280	232	368	249
	Cars Handled	362	227	253	294	272
	Dwell Hours	23.8	21.8	20.0	26.9	22.6

**CSX Comments:** Daily on hand car counts increased significantly at Oak Island. This was due to resumed inbound flow of Chemical Coast traffic into Oak Island for outbound dispatchment. Pavonia on hand car counts were affected by data processing queues associated with the NS TYES system cut over. Detroit North Yard on hand volume increased due to increased traffic, but remained well within the levels seen since Split Date. Terminal dwell reflects all cars handled in the three yards (excluding relay cars) irrespective of car status. Overall terminal dwell time reduced from 40.1 hours to 37.5 hours, the lowest level since Split Date. All three districts posted improvements over the prior week.



## Surface Transportation Board

### Performance Measures

For the week ending: 08/27/99

#### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	8/23/99	8/24/99	8/25/99	8/26/99	8/27/99
North Jersey SAA	Number of Originations	13	21	21	25	19
	% Ontime	46%	33%	48%	44%	63%
	% Late 0-2 Hours	15%	38%	38%	32%	26%
	% Late 2-4 Hours	23%	14%	5%	12%	5%
	% Late 4-6 Hours	8%	5%	0%	0%	0%
	% Late GT 6 Hours	8%	10%	10%	12%	5%
South Jersey SAA	Number of Originations	8	10	10	9	9
	% Ontime	25%	20%	30%	22%	22%
	% Late 0-2 Hours	13%	40%	30%	11%	0%
	% Late 2-4 Hours	0%	10%	20%	11%	22%
	% Late 4-6 Hours	50%	0%	0%	22%	22%
	% Late GT 6 Hours	13%	30%	20%	33%	33%
Detroit SAA	Number of Originations	6	8	9	6	9
	% Ontime	50%	38%	67%	50%	33%
	% Late 0-2 Hours	33%	25%	11%	17%	11%
	% Late 2-4 Hours	0%	25%	11%	0%	22%
	% Late 4-6 Hours	0%	0%	0%	17%	0%
	% Late GT 6 Hours	17%	13%	11%	17%	33%

**CSX Comments:** Road train delays increased over the prior week. Crew delays increased significantly from 16 trains the prior week to 21 trains this week. Power delays remained fairly constant over the prior week at 17 trains delayed.



## ***Surface Transportation Board***

### **Performance Measures**

**For the week ending: 08/27/99**

#### **CSXT Cars Offered in Interchange but not Accepted**

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	8/23/99	8/24/99	8/25/99	8/26/99	8/27/99	Average
Cars Offered	NS	11	4	4	128	58	41
	All Other	4	1	1	1	94	20
	Total	15	5	5	129	152	61

Measures all cars in offered interchange status on acquired Conrail territory only. Volumes are listed by cars offered to NS (Norfolk Southern) and All Other Railroads.

#### **CSXT Train Delay**

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Cause of Delay	8/23/99	8/24/99	8/25/99	8/26/99	8/27/99	Total
Train Delay	Crew	0	0	0	0	1	1
	Power	0	3	3	4	5	15
	Congestion/Staging	0	0	0	0	0	0
	Total	0	3	3	4	6	16

Measures the number of scheduled road trains being held for crew, power, and congestion/staging on Conrail acquired territory only (includes trains in Shared Assets Area for owner road).

## Surface Transportation Board

### Performance Measures

For the week ending: 08/27/99

#### CSXT Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	8/23/99	8/24/99	8/25/99	8/26/99	8/27/99	Total
Blocked	Sidings	0	0	0	0	0	0
	Multiple Main Lines	0	0	0	0	0	0
	Total	0	0	0	0	0	0

Measures blocked sidings or multiple main lines with or without crews for other than normal operating purposes on Conrail acquired territory only.

#### CSXT Locomotive Out-of-Service Ratio

(Average of 3 Snapshots for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotive	8/23/99	8/24/99	8/25/99	8/26/99	8/27/99	Average
Locomotive OOS	OOS Ratio	4.7	4.8	5.0	5.4	5.2	5.0

Average of the 07:00, 15:00, and 23:00 out of service ratio snapshots for CSXT ownership locomotives.

#### CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	8/23/99	8/24/99	8/25/99	8/26/99	8/27/99	Average
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	50%	50%	100%	50%	70%
MARC	Trains	18	18	18	18	18	90
	% On Time	94%	100%	89%	61%	94%	88%

AMTK measured according to contract with CSXT.

# Norfolk Southern

George A. Aspatore  
General Solicitor

(757) 629-2657  
(757) 533-4872  
E-mail gaaspato@nscorp.com

September 1, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

Pursuant to Decision No. 89 issued in STB Finance Docket No. 33388, for the week ending August 27, 1999, enclosed are schedules reporting Train Origination Performance and Yard Performance in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Train Delays, NS Blocked Sidings and Multiple Main Lines, and our Locomotive Bad Order Ratio.

Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting NS's Chicago Gateway and Corridor Train Performance reports, which identify the number and total time for delays due to crew, power, or other issues. I also have supplied the Public Reporting Measures that we provide to the Conrail Transaction Council and the AAR.

Mr. Melvin F. Clemens, Jr.

September 1, 1999

Page 2

As always, I am including a letter written by Jon L. Manetta, Senior Vice President of Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



# Norfolk Southern

September 1, 1999

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
1925 K Street, NW  
Washington, D.C. 20423-0001

Dear Mr. Clemens:

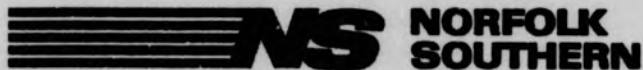
Our system continues to process elevated traffic volumes, and on the whole remained fluid. On the monitored corridors and Chicago gateway operations, 178 trains were held for terminal congestion, 83 trains were held for crews, and 90 trains were held for power.

On the Northern Region, we focused attention on the eastern edge of the Harrisburg Division and made progress clearing congestion there. While the benefits have been felt most immediately within the division, we anticipate that the effects will spread over time.

In the Shared Assets Areas, on-hand volume increased, particularly at Oak Island, NJ. However, average dwell time decreased at each of the SAA terminals. Overall, the SAA yards maintained fluidity. Lack of power resulted in 17 trains being delayed for 222 hours, while 21 trains were held for 198 hours awaiting crews. Together, these causes account for about 55% of the train delay hours in the SAAs.

While there has been no striking change in our operations to report, given our system's performance to date, we feel that it will continue its ability to handle increased traffic volumes.

Sincerely,



### NS Cars Offered in Interchange but not Accepted

offered	Monday 23-Aug	Tuesday 24-Aug	Wednesday 25-Aug	Thursday 26-Aug	Friday 27-Aug	daily average
CSX	146	98	96	96	96	106
other	31	89	31	117	117	77
<b>Total</b>	<b>177</b>	<b>187</b>	<b>127</b>	<b>213</b>	<b>213</b>	<b>183</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### NS Train Delay

cause	Monday 23-Aug	Tuesday 24-Aug	Wednesday 25-Aug	Thursday 26-Aug	Friday 27-Aug	total
Crew	2	5	5	1	3	16
Power	15	14	16	15	15	75
Yard Congestion	0	5	6	10	9	30
<b>Total</b>	<b>17</b>	<b>24</b>	<b>27</b>	<b>26</b>	<b>27</b>	<b>121</b>

Snapshot taken between 2:00 and 3:00 each day  
Include trains in yards and on line of road on acquired territory

### NS Blocked Sidings and Multiple Main Lines

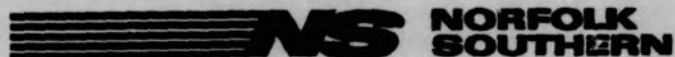
track	Monday 23-Aug	Tuesday 24-Aug	Wednesday 25-Aug	Thursday 26-Aug	Friday 27-Aug	total
Multiple Mains	0	2	3	2	3	10
Siding	3	9	7	6	7	32
<b>Total</b>	<b>3</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>42</b>

Snapshot taken between 2:00 and 3:00 each day  
NS acquired territory only

### Locomotive Bad Order Ratio

	Monday 23-Aug	Tuesday 24-Aug	Wednesday 25-Aug	Thursday 26-Aug	Friday 27-Aug	week avg.
<b>Total</b>	<b>6.1%</b>	<b>5.6%</b>	<b>5.0%</b>	<b>5.2%</b>	<b>5.3%</b>	<b>5.4%</b>

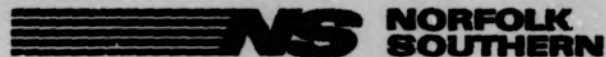
Snapshot taken at midnight  
Does not include locomotives leased out or stored



For the week ending 8/27/99

Shared Asset Area - Yard Performance

Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	8/23/99	850	73	168	241	362	23.8
	8/24/99	850	184	96	280	227	21.8
	8/25/99	850	84	148	232	253	20.0
	8/26/99	850	211	157	368	294	26.9
	8/27/99	850	98	151	249	272	22.6
North Yard MI Average		850	130	144	274	282	23.2
Oak Island NJ	8/23/99	1200	475	757	1232	623	47.7
	8/24/99	1200	527	657	1184	480	45.5
	8/25/99	1200	653	786	1439	841	44.5
	8/26/99	1200	747	609	1356	879	44.8
	8/27/99	1200	763	768	1531	868	37.3
Oak Island NJ Average		1200	633	715	1348	738	43.5
Pavonia NJ	8/23/99	900	255	235	490	340	49.7
	8/24/99	900	230	301	531	439	32.2
	8/25/99	900	257	280	537	445	41.4
	8/26/99	900	356	456	812	569	23.1
	8/27/99	900	324	311	635	437	43.3
Pavonia Average		900	284	317	601	446	36.6



For the week ending 8/27/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit	8/23/99	6	50%	33%	0%	0%	17%
	8/24/99	8	38%	25%	25%	0%	13%
	8/25/99	9	67%	11%	11%	0%	11%
	8/26/99	6	50%	17%	0%	17%	17%
	8/27/99	9	33%	11%	22%	0%	33%
Detroit Total		38	47%	18%	13%	3%	18%
North Jersey	8/23/99	13	46%	15%	23%	8%	8%
	8/24/99	21	33%	38%	14%	5%	10%
	8/25/99	21	48%	38%	5%	0%	10%
	8/26/99	25	44%	32%	12%	0%	12%
	8/27/99	19	63%	26%	5%	0%	5%
North Jersey Total		99	46%	31%	11%	2%	9%
South Jersey	8/23/99	8	25%	13%	0%	50%	13%
	8/24/99	10	0%	0%	0%	0%	0%
	8/25/99	10	30%	30%	20%	0%	20%
	8/26/99	9	22%	11%	11%	22%	33%
	8/27/99	9	22%	0%	22%	22%	33%
South Jersey Total		46	24%	20%	13%	17%	26%
Grand Total		183	44%	28%	13%	6%	16%



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**INDIANA HARBOR BELT RAILROAD COMPANY**

175 West Jackson Boulevard, Suite 1460  
Chicago, Illinois 60604-2704

ROGER A. SERPE  
GENERAL COUNSEL

TELEPHONE (312) 715-3868  
FAX (312) 715-3869

August 31, 1998

**VIA FEDERAL EXPRESS No. 802501101460**

Honorable Vernon A. Williams, Secretary  
Surface Transportation Board  
Case Control Unit  
ATTN: STB Finance Docket No. 33388  
1925 K Street, N.W.  
Washington, DC 20423-0001

ENTERED  
Office of the Secretary

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Public Record



Re: Finance Docket No. 33388, CSX Corporation and CSX Transportation, Inc.,  
Norfolk Southern Corporation and Norfolk Southern Railway Company—Control  
and Operating Leases/Agreements—Conrail Inc.  
and Consolidated Rail Corporation

Dear Secretary Williams:

Enclosed for filing are an original and 25 copies of the Response of Indiana Harbor Belt Railroad Company to the Petition of Wisconsin Central Ltd. for Partial Reconsideration of Monitoring and Reporting Conditions, along with a computer diskette compatible with the Board's current word processing capabilities.

Please acknowledge receipt of this letter by date-stamping the enclosed acknowledgment copy and returning it to me in the enclosed self-addressed, postage prepaid envelope.

Very truly yours,

**ROGER A. SERPE**  
General Counsel

RAS/ddl  
Enclosures

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ENTERED  
Office of the Secretary

SEP - 3 1998

Part of  
Public Record

BEFORE THE  
SURFACE TRANSPORTATION BOARD

FINANCE DOCKET NO. 33388

CSX CORPORATION AND CSX TRANSPORTATION, INC.  
NORFOLK SOUTHERN CORPORATION AND  
NORFOLK SOUTHERN RAILWAY COMPANY  
CONTROL AND OPERATING LEASES/AGREEMENTS  
CONRAIL INC. AND CONSOLIDATED RAIL CORPORATION



RESPONSE OF INDIANA HARBOR BELT RAILROAD  
COMPANY TO THE PETITION OF WISCONSIN CENTRAL LTD.  
FOR PARTIAL RECONSIDERATION OF  
MONITORING AND REPORTING CONDITIONS

Indiana Harbor Belt Railroad Company ("IHB") hereby submits its response to the Petition of Wisconsin Central Ltd. ("WCL") for partial reconsideration of monitoring and reporting conditions in the Board's Decision No. 89, approving the joint control of Consolidated Rail Corporation ("Conrail") by CSX Transportation, Inc. ("CSXT") and Norfolk Southern Railway Company ("NS"). The modification sought by WCL specifically addresses the monitoring and reporting conditions applicable to IHB, an individual switching carrier operating in the Chicago Switching District. Conrail has been the majority owner of IHB through ownership of 51% of its shares, the remainder of which are held, and will continue to be held, by CP Rail System. Conrail's interest in IHB, subsequent to the implementation of Decision No. 89, will also remain unchanged.

It must be noted at the outset that the Board's decision to act on WCL's Petition for Reconsideration is purely discretionary in nature. In accordance with the requirements of 49 C.F.R. 1115.3, such a petition should only be granted upon a showing of one or more of the

following: (1) the prior action will be affected materially because of new evidence or changed circumstances; and/or (2) the prior action involves material error. Given that WCL has pointed to no new evidence or changed circumstances, it must be concluded that WCL relies on the existence of material error in Decision No. 89 to support its Petition. Yet, its Petition is utterly devoid of any factual or legal support adequate to meet the threshold of "material error" as required by the regulations governing such a Petition.

More importantly, the Congressional intent to minimize regulatory interference in the operation of railroads is both implicit and explicit in the statute and regulations governing railroad acquisitions, mergers and consolidations. Decision No. 89 properly fulfilled this intent in the monitoring and reporting conditions imposed with respect to the IHB. IHB will continue as a neutral switching carrier despite the joint control of Conrail to be implemented as a result of Decision No. 89. The monitoring and reporting conditions imposed by that decision are adequate to protect the public interest, and specifically to address the competitive market of the Chicago Switching District in which IHB operates, while simultaneously minimizing regulatory interference in railroad operations.

Furthermore, given that the ownership of IHB will not change as a result of Decision No. 89, but rather only the ownership of IHB's majority owner will change, there is simply no justification for the imposition of the monitoring and reporting requirements sought by WCL. This seminal fact alone justifies the decision to treat information regarding IHB's operations as commercially sensitive and entitled to protection from disclosure. It is factually unlike other truly "shared assets" covered by the Board's decision. Consistent with Decision No. 89 and the competitive interests addressed therein, IHB will continue to vie with EJ&E, B&OCT, BRC, BNSF, CSX, NS and other carriers in the Chicago Switching District, for rail traffic, just as it did



prior to the decision. The monitoring and reporting requirements sought in WCL's Petition would only jeopardize IHB's ability to compete in the Chicago Switching District, to the detriment of not only IHB, but also the competitive interests of the public the Board sought to protect in its order. It is, in fact, WCL's recognition that access to the protected information regarding IHB's operations would give WCL a competitive advantage that undoubtedly provided the impetus for the filing of the Petition for Reconsideration.

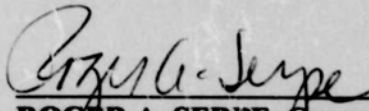
WCL provides no cogent reason, nor any factual support, for its conclusion that public access to the information to be reported under element 11 is critical to protect the interests of the public. This is particularly true when one considers the definition of *public interest* under the regulations, which require the Board to weigh "the potential benefits to the applicant and the public against the potential harm to the public." 49 C.F.R. 1180.1(c). "Potential harm" specifically includes the "reduction of competition." 49 C.F.R. 1180.1(c)(2).

It should further be noted that public access to the information to be reported by IHB without reporting by other Chicago Switching District carriers will only create an incomplete picture of railroad activity in the District. This potentially will lead to a general misunderstanding or misuse of the data provided by IHB. It may well come to prove the old adage that a little knowledge is a dangerous thing. All of which will work to IHB's disadvantage in its efforts to compete in Chicago.

Since the consolidation approved in Decision No. 89 will have essentially no impact on the ownership of IHB, the balancing test clearly favors that the monitoring and reporting requirements remain as circumscribed in the original decision. To hold otherwise would be to jeopardize IHB's ability to effectively compete in the Chicago Switching District -- a result clearly at odds with the letter and the intent of the relevant law and the Board's decision.

Wherefore, IHB respectfully requests that the Board deny the Petition for Partial  
Reconsideration of Decision No. 89 herein.

Respectfully submitted,

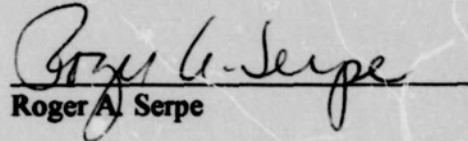


**ROGER A. SERPE**, General Counsel  
Indiana Harbor Belt Railroad Company  
115 West Jackson Boulevard  
Suite 1460  
Chicago, Illinois 60604-2704  
(312) 715-3868

Dated: August 31, 1998

**CERTIFICATE OF SERVICE**

I hereby certify that on the 31<sup>st</sup> day of August, 1998, I caused a copy of the foregoing  
**RESPONSE OF INDIANA HARBOR BELT RAILROAD COMPANY TO THE  
PETITION OF WISCONSIN CENTRAL LTD. FOR PARTIAL RECONSIDERATION  
OF MONITORING AND REPORTING CONDITIONS** to be served by facsimile  
transmission upon counsel listed on the Restrictive Service List.

  
Roger A. Serpe

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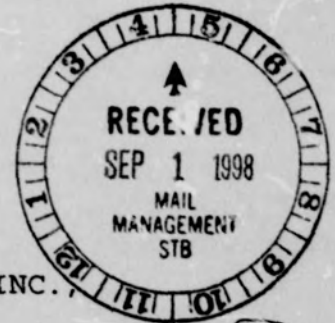
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190904

BEFORE THE  
SURFACE TRANSPORTATION BOARD

\_\_\_\_\_  
FINANCE DOCKET NO. 33388  
\_\_\_\_\_



CSX CORPORATION AND CSX TRANSPORTATION, INC.,  
NORFOLK SOUTHERN CORPORATION AND  
NORFOLK SOUTHERN RAILWAY COMPANY  
-- CONTROL AND OPERATING LEASES/AGREEMENTS --  
CONRAIL INC. AND CONSOLIDATED RAIL CORPORATION

APPLICATION OF REPRESENTATIVES JERROLD NADLER ET AL  
FOR RECONSIDERATION OF THEIR PETITION FOR INCLUSION

NYCH-5

REPLY OF  
NEW YORK CROSS HARBOR RAILROAD

ENTERED  
Office of the Secretary

SEP 02 1998

Part of  
Public Record

John D. Heffner  
REA, CROSS & AUCHINCLOSS  
1707 L Street, N. W.  
Suite 570  
Washington, DC 20036  
(202) 785-3700

Counsel for New York Cross  
Harbor Railroad Terminal Corp.

DATED: September 1, 1998

BEFORE THE  
SURFACE TRANSPORTATION BOARD

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FINANCE DOCKET NO. 33388

NYCH-5

CSX CORPORATION AND CSX TRANSPORTATION, INC.,  
NORFOLK SOUTHERN CORPORATION AND  
NORFOLK SOUTHERN RAILWAY COMPANY  
-- CONTROL AND OPERATING LEASES/AGREEMENTS --  
CONRAIL INC. AND CONSOLIDATED RAIL CORPORATION

APPLICATION OF REPRESENTATIVES JERROLD NADLER ET AL  
FOR RECONSIDERATION OF THEIR PETITION FOR INCLUSION

REPLY OF  
NEW YORK CROSS HARBOR RAILROAD

Introduction

On August 12, 1998, Representative Jerrold Nadler and 23 other members of Congress from the New York Metropolitan Area<sup>1</sup> filed a pleading with the Board styled as an "Application for Reconsideration of their Petition for Inclusion" [hereafter cited as the "Nadler Application"] of the Board's decision served July 23, 1998, in the above-captioned proceeding. Consistent with the Board's Rules of Practice giving parties 20 days to file a reply, New York Cross Harbor Railroad Terminal Corporation ("NYCH") submits these comments.

Comments

As described in more detail in its comments filed with

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<sup>1</sup> Hereafter Congressman Nadler and the related parties shall be collectively referred to as Mr. Nadler or as the Nadler Parties.

the Board on October 21, 1997, and identified by the Board as NYCH-3, NYCH is a class III short line rail carrier headquartered in Brooklyn, NY. It serves about 40 customers along a network of rail lines and sidings on the waterfront in the Bay Ridge section of Brooklyn and operates a car ferry linking float bridges in Brooklyn and Jersey City, NJ<sup>2</sup> (Greenville Yard), and serves customers in Greenville Yard. One of its principal functions is to provide an efficient link between rail served customers in Brooklyn, on Long Island, and in Southern New England, on the one hand, and, on the other, southern, western, and mid-Atlantic origins or destinations reached through Conrail's Greenville Yard. NYCH declined to participate extensively in these proceedings after December 1997, because it believes that its interest and the interests of its customers will be better served by replacing the former Conrail monopoly with the competitive rail service which the Primary Applicants propose to provide as a result of this transaction. NYCH has met with representatives of both Primary Applicants and has received sufficient comfort for its concerns to all but withdraw from active participation in this proceeding. Its sole remaining interest in this proceeding is to oppose the relief sought by the Nadler Application and it appears here to renew its strong opposition to that pleading.

NYCH files this Reply to address certain incorrect and defamatory statements contained in the Nadler Application about

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<sup>2</sup> NYCH-3 improperly identified Greenville Yard as being in New York State. It is located in Jersey City, NJ.

NYCH and its operations. NYCH limits its remarks just to assertions made in the Nadler Application about it or its operations. Specifically, at unnumbered pages three and four, copies of which are attached hereto, the Nadler Application boldly asserts "[NYCH] remains unused 'as no competent operator' has been identified by the City of New York which is capable of providing intermodal service from that site" and "[d]espite the 'acknowledged failure' of the New York Cross Harbor Railroad to provide needed services over a substantial period of time..."

While the Nadler Parties are entitled to their opinion, NYCH points out that it is unaware of any evidence submitted by any party -- including Mr. Nadler himself -- that indicates that NYCH is in any way "incompetent" or that there is an "acknowledged failure" by NYCH to provide service. Furthermore, discussions with both Primary Applicants suggest that they believe that NYCH is capable of functioning as an effective short line partner for serving the Metropolitan New York market. Indeed, Norfolk Southern Railway is sufficiently satisfied with NYCH that it intends to use NYCH as a bridge carrier to reach customers on Long Island and other possible locations. Finally, NYCH has searched the Board's July 23, 1998, decision in these proceedings and has found nothing to question the quantity or quality of rail service NYCH provides.

NYCH notes that the Nadler Application asks by way of relief that the Board reconsider its "Petition for Inclusion" and include in Applicants' North Jersey Shared Asset Area NYCH's



facilities in New York and New Jersey and that the Board then stay this reconsideration request to give the parties one year to reach a negotiated solution. The Nadler Application also requests that the Board modify its July 23 decision to require, in Mr. Nadler's words, "the Joint Facilities Railroad" to acquire the Cross Harbor at a price to be set by the Board pursuant to the provisions of 10907(c)..." Nadler Application at unnumbered page 4.

The Board should reaffirm its prior decision to deny the relief previously sought by the intervention request filed by Mr. Nadler. The Nadler Parties originally sought inclusion relief from the Board by means of a pleading styled as a Petition for Intervention, rather than as a Petition for Inclusion. NYCH questions the Board's power to grant the relief requested insofar as Mr. Nadler is not the real party in interest -- the party actually seeking relief in the form of an application for inclusion. While the Board may have the authority under certain circumstances to order inclusion as a condition to granting a railroad consolidation transaction, it has traditionally used this power very sparingly, usually to protect essential rail services in the event of the bankruptcy or financial failure of the carrier seeking inclusion. There is no showing that the rail services which Mr. Nadler proposes be included in the Shared Asset Area are in any way in financial or operating jeopardy. NYCH submits that Mr. Nadler has not made a showing to justify

such an extraordinary form of relief.

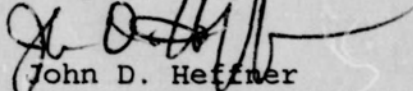
Similarly, Mr. Nadler's request for a forced acquisition of NYCH's facilities under 49 U.S.C. 10907(c) should be denied. Section 10907(c) is a portion of the Feeder Rail Development provisions of the ICC Termination Act. Under that statute the Board may force a railroad to sell a line under very narrow circumstances where there is a strong public convenience and necessity showing that the existing rail operator has failed or refused to serve its customers. Mr. Nadler's request constitutes a case of first impression in that he asks the Board on its own motion to impose a Feeder style remedy (forced divestiture) without any identified applicant or application. Insofar as no shipper supports Mr. Nadler's request and the statute places the burden of proof on the applicant, NYCH submits that the Board has no basis to grant this request. Because the Board's July 23, 1998, decision does not appear to address this issue, NYCH asks the Board to affirmatively address and deny Mr. Nadler's request for relief under 49 U.S.C. 10907(c).

#### Conclusion

For all of the above reasons, NYCH respectfully requests that the Board deny the relief requested by the Nadler Parties in the Application for Reconsideration filed on August 12, 1998.

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Respectfully submitted,

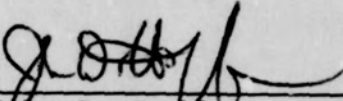
  
John D. Heffner  
REA, CROSS & AUCHINCLOSS  
1707 L Street, N. W.  
Suite 570  
Washington, DC 20036  
(202) 785-3700

Counsel for New York Cross  
Harbor Railroad Terminal Corp.

DATED: September 1, 1998

CERTIFICATE OF SERVICE

I hereby certify that I have this 1st day of September 1998, served the foregoing document upon all parties of record in this proceeding by mailing a copy thereof, properly addressed with postage prepaid.

  
\_\_\_\_\_  
John D. Heffner



## RECONSIDERATION

It is respectfully submitted that the decision of the Board is based upon errors of law and fact.

1. The decision finds that there is a lack of traffic in the region, a finding inconsistent with every study of the local market done in the last twenty five years. Indeed the market is huge, but is not served by the railway system due to institutional problems associated with fragmentation of management. Thus, the rail share of the local market is small, its share being dictated by the scope of services now available and not by the size or nature of the market.

2. The decision correctly finds that there is a lack of physical capacity on facilities within the region but then grants three major operators, CSX, Canadian Pacific and Providence and Worcester the right to terminate their main line operators, on top of the existing New York and Atlantic operations, at Fresh Pond Jt. in Queens. Fresh Pond is the smallest facility in the region and the one most hemmed in by a residential neighborhood. It is the least expandable of the region's remaining railway yards. The decision ignores other terminals identified by the Congressional Delegation, which are, or could be easily, available and are presently unused such as New Lots Avenue and 65<sup>th</sup> Street yard. 65<sup>th</sup> Street yard, on the Brooklyn waterfront is, for example, a fully built intermodal terminal. It remains unused as no competent operator has been identified by the City of New York which is capable of providing intermodal service from that site. Canadian Pacific Railway specifically wishes to provide intermodal service between New York and Canada. Under the Order, CP must terminate at Fresh Pond, where there are no terminal facilities nor space to provide them. Fresh Pond is but 11 miles on the nearly unused Bay Ridge Line away from the available 65<sup>th</sup> Street yard. 65<sup>th</sup> Street yard is not in the middle of a residential neighborhood. It is on the Brooklyn waterfront, an industrial area of the City of New

York. CP alone is directed to make the needed investments to provide itself with terminal facilities but, without access to 65<sup>th</sup> Street, it has access only to Harlem River Yard. The entire capacity of Harlem River Yard is to be devoted to garbage transloading and servicing the Hunt Point produce market. Even if some space is reserved for general intermodal services, the remaining capacity of The Harlem River Yard, if any, is totally inadequate to support both CSX and CP intermodal services as the property devoted to intermodal services has been reduced to only 28 acres and is devoid of acceptable amounts of either rail car or trailer storage space.

3. Despite the acknowledged failure of the New York Cross Harbor Railroad to provide needed services over a substantial period of time, its facilities are left in the control of that company and no supplemental services are provided for. CSX is required to study the situation but is not required to take any specific action to solve the problem presented by a lack of access to the South. The Order should be modified to require the Joint Facilities Railroad to acquire the Cross Harbor at a price to be set by the Board pursuant to the provisions of 10907(c) as that is the only solution which has a high probability of affording needed relief. Short of that, both CSX and NS must be required to participate in any solution of the cross harbor access problem, not just CSX. Further, any action they are directed to take must have specific defined tasks and goals so that compliance with the Board's directives may be measured.

4. The Congressional Delegation's request for access through the Hudson and East River Tunnels was based upon the fact that the Railroader is the only rail vehicle which can now pass through Pennsylvania Station in New York and these tunnels. That vehicle is now operated by Norfolk Southern. Norfolk Southern does not have access to the tunnels or to the lines of the East River. The market East of the river, however, is a single stack of intermodal market (Trailer on Flatcar "TOFC") for which the Railroader is entirely suitable. The Railroader also does not

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**BALL JANIK LLP**

A T T O R N E Y S

1455 F STREET, NW, SUITE 225  
WASHINGTON, D.C. 20005

TELEPHONE 202-638-3307  
FACSIMILE 202-783-6947

LOUIS E. GITOMER  
OF COUNSEL  
(202) 466-6532

190902

September 1, 1998



Honorable Vernon A. Williams  
Secretary  
Surface Transportation Board  
1925 K Street, N.W.  
Washington, D.C. 20423-0001

ENTERED  
Office of the Secretary

SEP 02 1998

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Public Record

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Re: STB Finance Docket No. 33388, CSX Corporation and CSX Transportation, Inc.,  
Norfolk Southern Corporation and Norfolk Southern Railway Company--Control  
and Operating Leases/Agreements--Conrail Inc. and Consolidated Rail  
Corporation

Dear Secretary Williams:

Enclosed are the original and 25 copies of the Response of APL Limited to Petition of  
Applicants CSX Corporation and CSX Transportation, Inc. for Clarification of Decision Nos.  
87 and 89. A 3.5-inch diskette with the file name apl.28 in Word 6.0 format is also enclosed.

Please time and date stamp the extra copy of this letter and pleading. Thank you for your  
assistance. If you have any questions, please call me.

Sincerely yours,

Louis E. Gitomer  
Attorney for APL Limited

Enclosures



**ORIGINAL**

APL-28

**BEFORE THE  
SURFACE TRANSPORTATION BOARD**

**Finance Docket No. 33388**



**CSX CORPORATION AND CSX TRANSPORTATION, INC.  
NORFOLK SOUTHERN CORPORATION AND  
NORFOLK SOUTHERN RAILWAY COMPANY  
--CONTROL AND OPERATING LEASES/AGREEMENTS--  
CONRAIL INC. AND CONSOLIDATED RAIL CORPORATION**

**RESPONSE OF APL LIMITED TO PETITION OF APPLICANTS CSX  
CORPORATION AND CSX TRANSPORTATION, INC. FOR CLARIFICATION  
OF DECISION NOS. 87 AND 89**

**Ann Fingarette Hasse  
APL Limited  
1111 Broadway  
Oakland, CA 94607-5500  
(510) 272-7284**

**Louis E. Gitomer  
BALL JANIK LLP  
1455 F Street, N.W., Suite 225  
Washington, D.C. 20005  
(202) 466-6532**

**Attorneys for:  
APL LIMITED**

**Dated: September 1, 1998**

BEFORE THE  
SURFACE TRANSPORTATION BOARD

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Finance Docket No. 33388

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CSX CORPORATION AND CSX TRANSPORTATION, INC.  
NORFOLK SOUTHERN CORPORATION AND  
NORFOLK SOUTHERN RAILWAY COMPANY  
--CONTROL AND OPERATING LEASES/AGREEMENTS--  
CONRAIL INC. AND CONSOLIDATED RAIL CORPORATION

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**RESPONSE OF APL LIMITED TO PETITION OF APPLICANTS CSX  
CORPORATION AND CSX TRANSPORTATION, INC. FOR CLARIFICATION  
OF DECISION NOS. 87 AND 89**

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APL Limited ("APL") responds to the Petition of Applicants CSX Corporation and CSX Transportation, Inc. for Clarification of Decision Nos. 87 and 89, CSX-160.<sup>1</sup> In CSX-160, CSXC and CSXT<sup>2</sup> ask the Surface Transportation Board (the "Board") to clarify that Decision Nos. 87 and 89 permits them to share the rail transportation contract between Consolidated Rail Corporation ("Conrail") and APL (the "TSA")<sup>3</sup> with CSXI.

APL demands the most efficient and price competitive service from its railroad

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<sup>1</sup> In this response, APL will refer to CSX Corporation as "CSXC", CSX Transportation, Inc. as "CSXT", and CSX Intermodal, Inc. as "CSXI", and all three as "CSX".

<sup>2</sup> APL's response here is based upon its reading of Section 2.2(c) of the Transaction Agreement that, regardless of the decision the Board makes here, CSXT will become, and remain, a party to the TSA.

<sup>3</sup> The TSA was entered on June 1, 1983. See CSX/NS-178, Volume 3D, at 205-259.

partners that it can achieve. APL is not interested in erecting artificial barriers that would prevent a railroad from providing the high standard of service required by APL. Further, APL believes that the free market, and not the regulatory process with its attendant government interference, is the most effective means of achieving its goals. Throughout this proceeding APL has sought to convince the Board and Applicants<sup>4</sup> that negotiation between APL and CSX and APL and NS would result in the most efficient service to APL and the least operational problem for the Applicants.<sup>6</sup> Now CSXC and CSXT seek a ruling from the Board to permit them to give access to the TSA to CSXI in order to avoid providing inefficient and ineffective service to APL,<sup>7</sup> while at the same time shielding CSXI from the responsibilities and obligations it should have under the TSA.

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<sup>4</sup> "NS" refers to Norfolk Southern Corporation, and "NSR" refers to Norfolk Southern Railway Company. CSX, CSXT, NS, and NSR are jointly referred to as "Applicants."

<sup>5</sup> APL has constantly and consistently suggested that the solution to any issues that it has with Applicants can and should be resolved through negotiations. See APL-4 at 4; Rhein Verified Statement ("VS") at 5, 6, 7, 8, 20, 23, 24, and 25; Courtney VS at 8, 11, 13, and 15; Baumhefner VS at 8, 17, 19, and 21; and Sappio VS at 5 and 6; and APL-18 at 3, 5, 6, 8, 25, 26, 30, 35, 37, and 38. APL is not the party that has recently realized that negotiation of a commercial settlement is the best way to handle this matter.

<sup>6</sup> The rates that APL pays to the railroads that serve it are very important, not only to APL but also to the railroads. However, throughout this proceeding, the Board has been presented with a red herring that APL is only interested in negotiating rate reductions. That is untrue. Although APL is of course interested in assuring that it has competitive rates, this is just one element of the overall package which must also include efficient service. Moreover, under the TSA, APL has a most favored nations provision which grants APL the right to engage in a process which should eventually provide APL with competitive rates, regardless of whether APL is served by CSXT (including CSXI) or NSR.

<sup>7</sup> If CSX-160 is correct that if CSXI could not review the TSA (and we think more than review of the TSA is needed) CSXT would only be able to provide APL with "special, and less efficient, arrangements" (*Id.* at 2), then CSXT would not be able to provide APL

APL believes that CSXC and CSXT are not merely seeking a clarification, but are actually seeking a modification of Decision No. 89. APL further believes that CSXC and CSXT are wrong in their analysis. However, after due consideration and based upon the representations made by Mr. Passa in his Verified Statements (*See* CSX-159 and CSX-160), for the sake of efficiency, effective service, and to allow CSXT to compete for APL's traffic between dual points, APL is willing to agree that the TSA could be made available to CSXI, but only as long as CSXI becomes a signatory to the TSA, thereby agreeing to all of its terms.

**Response to CSX-160.**

From the beginning of this proceeding, APL has expressed its deep concern about CSXI and has stressed the competitive nature of the relationship between CSXI and APL. *See* APL-4, at 3; Rhein VS at 5-6, 20-22, and 23; Courtney VS at 9-13; and Baumhefner VS at 14 and 17; and APL-18 at 7, 23-25, and 27. In its recent filings, CSX admits that CSXI is the "entity within the CSX corporate family that is responsible for marketing and administering the transportation of intermodal traffic on trains operated by CSX[T]." CSX-160 at 2. They further state that: "CSX[I] would be directly involved in handling APL's traffic and administering its Conrail contract...." *Id.* at 5, that "CSX[I] would in the ordinary course be actively involved in handling APL's traffic and administering its

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with "the use of efficient routes, high-quality service and consistency of service to customers" that is required under section 2.2(c) of the Transaction Agreement in order for CSXT to be allocated the performance of the TSA between dual points.



contract" *Id.* at 6, and that "in the ordinary situation, CSX[I] officials would be actively involved in administering any contract with respect to intermodal transportation, including of course the APL/Conrail contract." *Id.* at 8. This is precisely the situation that APL feared because it gives APL's direct competitor access to confidential commercial information about APL's business.

The Board clearly took APL's concern into account when it specifically held as to APL: "Finally, the confidentiality provisions that we have imposed should prevent any access by CSX's water and intermodal affiliates to confidential contract information about APL." Decision No. 89 at 114. The confidentiality provisions which the Board reimposed for the benefit of APL in Decision No. 89 are: "that the terms of its contract with Conrail be protected from disclosure to CSX's ocean carrier, water carrier, and intermodal affiliates" Decision No. 87 at 2, and "that neither contracts of Conrail with APL nor any confidential information contained in or touching or concerning such contracts shall be made available to CSX Intermodal, Inc., or Sea-Land Service, Inc., or any of their subsidiaries, officers or employees." *Id.* at 3. In summary, the Board said that, even though the possibility of discrimination is unlikely, the combination of Board oversight and protection of the TSA from being revealed to CSXI, among others, will surely protect APL. Clearly, this language means that the Board did not intend for the protection agreed to under paragraph 19(c) of the Protective Order to end on August 22,

1998, which would provide APL with virtually no protection. Rather, the Board intended to continue this protection for the duration of the TSA.<sup>8</sup>

CSXC and CSXT contend that the disclosure condition should only apply to Sea-Land and not CSXI, because CSX only represented at the oral argument that it would maintain confidentiality with regard to Sea-Land.<sup>9</sup> It must be noted that although CSX made this representation, nowhere in Decision No. 89 does the Board limit the protection of the TSA to CSX's representation. Indeed, as already pointed out, on page 114, the Board goes farther, and requires protection from Sea-Land, and CSX's "other water and intermodal affiliates."<sup>10</sup>

Finally, CSX claims that Sea-Land does not require access to the TSA, but that CSXI does in order to provide efficient service. The Board recognized that APL and CSXI are competitors and determined that some minimal level of protection was

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<sup>8</sup> We note that although CSX-160 relies on statements made at the Young Conference, it is black letter law that the Voting Conference is completely superseded by the written decision.

<sup>9</sup> In imposing conditions, the Board is not bound by an applicant's representations. The Board's mandate is to impose conditions that are "consistent with the public interest" under 49 U.S.C. § 11324(c), as further explained in the Board's policy statement at 49 C.F.R. § 1180.1(d). If the Board were bound by an applicant's representations, then applicants would, as they usually do, represent that no condition was needed and the Board would never impose conditions. A brief review of the consolidation cases decided by the Board and its predecessor shows that applicant's representations are not a deciding factor in the Board's imposition of conditions.

<sup>10</sup> In Decision No. 89, the Board required CSX to abide by all of its representations in ordering paragraph 19. Separately, in ordering paragraph 16, the Board ordered compliance by CSX with the conditions imposed in the decision, but not specified in the ordering paragraphs. Among the other conditions the Board was referring to was the confidentiality protection imposed for APL's benefit on page 114.

necessary, and therefore extended the confidentiality provisions for the TSA through the term of the TSA, or until the parties are able to agree otherwise.

**APL believes that it is necessary for CSXI to become a party to the TSA before CSXI is given access to the TSA.**

In the alternative to the Board denying CSX-160, if the Board decides that CSXI must have access to the TSA, then APL believes that the Board **must** require CSXI to become a party to the TSA (inclusive of all supplements and addendums).<sup>11</sup> As a condition, the Board could order CSXC to require CSXI to become a party to the TSA before obtaining access thereto, or impose a similar condition. In that way, not only will CSXI receive the benefits of the TSA, but it will also be bound by the responsibilities and obligations which Conrail currently has under the TSA. Since CSXC and CSXT have represented that CSXI will be responsible for administering the TSA operationally and functionally while CSXT will simply perform the underlying rail service (*See CSX-159, Passa VS at 3-5, and CSX-160, at 2, 5, 6, and 8, and Passa VS at 1-3*), it is necessary that CSXI be bound by all of the terms of the contract.

If the Board decides that CSXI must have access to the TSA and the right to administer the TSA with respect to the traffic to be allocated to CSXT under Section 2.2(c), APL will accept, in good faith, the statements of Mr. Passa that CSXI will not disadvantage APL through the use of the confidential information contained in the TSA,

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<sup>11</sup> The entire TSA, with all of the supplemental agreements, was given to counsel for CSX pursuant to the agreement between CSX and APL, and was also given to counsel for NS, on August 4, 1998.

so long as CSXI is required to become a party to the TSA. (VS's of Lester M. Passa CSX-159 and CSX-160). This transaction marks the beginning of a new relationship between CSX and APL, and APL is willing to take this first step in developing that relationship. It is important that CSXI be a party to the TSA so that if APL sees any actions by CSXI which violate the standards to which Mr. Passa has committed or the TSA, APL can promptly bring such actions to the Board's attention, and take any other steps necessary to protect itself.

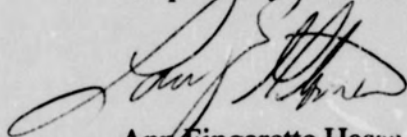
With CSXI a party to the TSA, APL will be able to hold CSXT and CSXI accountable under all the terms of the TSA as well as to hold CSXI to its commitment of "placing information about such contracts in its information systems, testing such systems, planning and preparation of operations under the contracts, and performance of the contracts, and not for any other business, commercial or competitive purposes." CSX-160 at 10. Specifically, APL expects that, CSXI, as a party to the TSA, will be able to negotiate those changes or modifications which can be negotiated under the TSA regarding rates, service, or other terms.



## CONCLUSION

For the reasons set forth above, the Board should deny the request for clarification made in CSX-160 or condition CSXI's access on the TSA on CSXI becoming a signatory to the TSA.

Respectfully submitted,



Ann Fingarette Hasse  
APL Limited  
1111 Broadway  
Oakland, CA 94607-5500  
(510) 272-7284

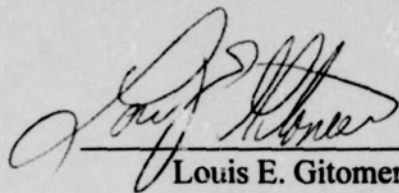
Louis E. Gitomer  
BALL JANIK LLP  
1455 F Street, N.W., Suite 225  
Washington, D.C. 20005  
(202) 466-6530

Attorneys for:  
APL LIMITED

Dated: September 1, 1998

**CERTIFICATE OF SERVICE**

I hereby certify that I have caused the Response of APL Limited to the Petition of Applicants CSX Corporation and CSX Transportation, Inc. for Clarification of Decision Nos. 87 and in APL-28 to be served by hand on Applicants' representatives in this proceeding and by first class mail, postage pre-paid on all other parties on the service list in STB Finance Docket No. 33388.



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Louis E. Gitomer  
September 1, 1998