

STB

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204437

SURFACE TRANSPORTATION BOARD

# Memorandum



204437

DATE: January 15, 2002

**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  
JAN 16 2002  
Part of  
Public Record

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

Attached are the original and two copies of the latest monthly reports 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

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



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Paul R. Hitchcock  
Assistant General Counsel

December 31, 2001

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:

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

Please contact me 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,

Paul R. Hitchcock

cys: Peter J. Shultz, Sr. Vice President  
Regulatory Policy and Washington Counsel

**CSX TRANSPORTATION, INC.**  
**STB OPERATIONAL MONITORING REPORT**  
**As of December 31, 2001**

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**STB OPERATIONAL MONITORING REPORT**  
**As of December 31, 2001**

**LABOR**

Labor Implementing Agreements

All of the Labor Implementing Agreements have been reached. Accordingly, the requirement provided for in Paragraph 1 on page 162, of STB Decision No. 89 issued in Finance Docket No. 33388 has concluded.

Labor Management Task Force

CSXT has 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. CSXT has held labor task force meetings with a number of its unions. CSXT will hold additional meetings, as the need arises. CSXT also will continue its effort to have frequent communications with its unions to guarantee that problems which may still arise with respect to the implementation of the transaction receive prompt attention.

# STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

## 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) Complete	c) 4Q 00
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 December 31, 2001**

## **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 December 31, 2001**

**Infrastructure Maintenance and Expansion Report**

Throughout 2001, CSX has continued committing resources toward the completion of key track capacity improvements over the entire system. The following Table lists those projects and summarizes their current status:

# STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

## ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

(In some cases these projects may be unrelated to the Conrail integration.)

Location		Project	Under Construction	Estimated Completion
1)	Alexandria, VA	AF interlocking reconstruction (VRE project)	<b>Completed</b>	10/29/01
2)	Aliquippa, PA	Construct 2 industry support tracks	Completed	06/30/00
3)	Baltimore, MD (Bay View YD)	Add crossover BA Tower	<b>Completed</b>	<b>12/15/01</b>
4)	Casky, KY	Construct new main track to create Ind. Lead	Y	<b>3/31/01</b>
5)	Chicago, IL	Barr SD – TCS – Phase II	Completed	06/01/01
6)	Chicago, IL	Construct 59 <sup>th</sup> Street North Lead	Completed	06/30/00
7)	Chicago, IL	Construct storage tracks & 3 <sup>rd</sup> Main at Barr Yard	Delayed	
8)	Chicago, IL	TCS Blue Island SD to 75 <sup>th</sup> Street	Completed	03/31/01
9)	Cleveland, OH	Construct mainline fueling facility at Collinwood Yard	Completed	08/30/00
10)	Columbus, OH	Scioto Interlocking w/NS (ODOT project)	<b>Completed</b>	12/31/01
11)	Coosa Pines, AL	Construct new 11,200' passing siding	Completed	08/29/00
12)	Dearborn, MI	Construct new track connection with Shared Assets Co.	Completed	05/15/01
13)	East Cleveland, OH	Noise berms, landscaping	Completed	06/30/00
14)	East Fostoria, OH	Extend yard/connection lead	N	Deferred
15)	Erie, PA	NS relocation project	<b>Completed</b>	12/31/01
16)	Erie, PA	Replace CSXT bridge decks over B&LE (CSXT work relating to NS relocation project)	Completed	8/1/01
17)	Evansville, IN	Install new concrete universal crossovers	Completed	10/19/01
18)	Fall River, MA	MBTA replacement of 4 undergrade bridges	Y	10/31/01

# STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

## ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

(In some cases these projects may be unrelated to the Conrail integration.)

Location	Project	Under Construction	Estimated Completion
19) Feltonville, PA	Extend siding to 20,200'	Completed	8/9/01
20) Franklin, AL	Construct new 11,200' passing siding	Completed	09/15/00
21) Frederick, MD	MARC project	<i>Completed</i>	11/20/01
22) Ft. Lauderdale, FL	Construct 45 miles of 2 <sup>nd</sup> main for TriRail	N	Pending
23) Gallaway, TN	Build siding with 10,000' in clear	Completed	10/1/00
24) Garrett, IN	Construct Randolph St. underpass	Completed	08/30/00
25) Gibraltar, MI	Construct crossover between CSXT and CN	Completed	09/30/00
26) Greenwood, SC	Construct double-track to Salak	Completed	11/06/00
27) Halls, GA	Construct 2 mile siding	Completed	09/15/01
28) Hopkinsville, KY	Install turnouts/signals for new Ft. Campbell lead wye	<i>Completed</i>	10/15/01
29) Keystone, SC	(Sandpatch to Rockwood, PA)-Upgrade #10 crossovers to power #15's and TCS	<i>Completed</i>	10/29/01
30) Lacon to Holmes Gap, AL	Add 8 miles of 2 <sup>nd</sup> main MP 328-MMP336	Completed	6/15/01
31) Lawrenceville, GA	Construct new siding and 5 track Palmer Yard	N	12/01/02
32) Lima, OH	Conrail connection track improvements	Completed	05/30/00
33) Louisville, KY	Link Highway Track to Highland Park #2	Completed	06/15/00



# STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

## ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

(In some cases these projects may be unrelated to the Conrail integration.)

Location	Project	Under Construction	Estimated Completion
34) Martinsburg, Hobbs, Miller/Cherry Run, W Cumbo, WV	Eliminate manned interlockings, Phase I	<i>Completed</i>	12/31/01
35) McDaniel, TN	Siding extension to 10,000' clear	Completed	09/1/00
36) New Boston, MI	Parking lot expansion	Completed	06/30/00
37) Owassa, AL	Construct new 2 mile siding	N	03/1/02
38) Philadelphia, PA	Greenwich Yard Phase I rehabilitation	Completed	06/30/00
39) Philadelphia, PA	Greenwich Yard Phase II expansion	Completed	12/21/00
40) Ridgefield Park, NJ	Construct second main track :& signals M.P. 2-7	Y	12/01/02
41) Rupert-Mauk, GA	Construct 8 miles of second main track & signals	Completed	11/30/01
42) Teaneck, NJ	Construct siding CP7-CP10	Completed	03/31/00
43) <i>Tunnel Hill, GA</i>	<i>Construct Siding, W &amp; A Sub</i>	<i>Completed</i>	<i>11/15/01</i>
44) Union City, GA	Construct connection track	Completed	04/15/00
45) Union City-Tilford, GA	Clearance improvement project	Completed	03/15/00
46) W. Baltimore, MD	Convert #10 HTEL to Power #15	Completed	09/30/00
47) Wadley, AL	Extend passing siding to 10,000' clear	Completed	09/15/00
48) Youngstown, OH	Construct Ashtabula Connection for 140 car capacity	Completed	07/15/00

# STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

## 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>All desks have been cut Over to TECS.</p> <p>Paperless payroll training was completed Dec. 10, 1999</p> <p>Crew Callers have been moved from Dearborn to Jacksonville – Crew Management is complete.</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 completed.</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 4 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>Chunk 1 Field Rollout including Indianapolis was successfully cut-over on Oct 11.</p> <p>Chunk 2 including Cleveland, Collinwood and Columbus, Ohio was successfully cut-over on January 10.</p> <p>Chunk 3 including Buffalo &amp; Syracuse was successfully cut over on March 13, 2000.</p> <p>Chunk 4 including Selkirk &amp; W. Springfield was successfully cutover on May 8, 2000</p> <p>All Car Management is complete</p>	<p>Training sessions have been completed</p>

## STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

### 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 Management is Complete.</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 December 31, 2001

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Transportation Train Dispatching	<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 :</p> <p>Albany, Indianapolis &amp; Philadelphia complete.</p> <p>Dearborn Division started.</p> <p>Dearborn completed Mid-August 1999.</p> <p>Phase 2 realignments:</p> <p>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>All phases of the Train Dispatcher Realignment Project have been completed. Implementing agreements are now in place.</p> <p>Train Dispatching is complete.</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 December 31, 2001**

## **Customer Service Progress Report**

During May we completed the rollout of all CSXT systems for the fourth regional area. Cutover took place on May 8, 2000 and went smoothly. Major locations included in the cutover were Selkirk, South Kearney, and Framingham areas.

### **Personnel**

We duplicated our training and mentoring procedures for this last cutover. Classroom training in Pittsburgh was completed prior to the cutover with the remaining personnel trained on all CSXT systems.

### **Customer Familiarization**

The customer familiarization processes used previously were also duplicated. Tariffs have been published and distributed for supplemental billing purposes, and procedures put in place to convert the records for the first 7 days of May from the Conrail to the CSX demurrage system, so that customers will see only one bill for the month. All customers have been notified regarding the up coming changes.

Brochures were customized and distributed to customers by our Electronic Commerce Customer Integration Center to explain our EC offerings and initiatives, with special telephone numbers and other vital data provided. Other customer communications included blast faxes, mailings, and regular interaction with our Electronic Commerce personnel.

## **STB OPERATIONAL MONITORING REPORT**

**As of October 31, 2001**

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

**All remaining training for the acquired territories was completed during the month of May.**

Clerical employees received one-on-one training at their work locations on specific job tasks for their jobs. Train & Engine Service employees received instructions in the preparation of work order documents to ensure the correct documentation of placing and pulling of cars from industries. Field transportation officers and yardmasters also received specific training in the use of yard and train management systems. Extensive training was provided for 45 yardmasters and 17 transportation officers.

Coaches were positioned at strategic locations to assist employees during the cutover at all major terminals and crew on-duty locations.

The last cutover completed the training initiatives for this project.

**George A. Aspatore**  
General Solicitor

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

January 8, 2002

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 December 31, 2001. NS continues to make progress on the projects targeted for completion in 2002 that are listed in the Construction and Other Capital Projects section of the Report.

Please let me know if you need any further information.

Sincerely,

George A. Aspatore

Enclosure

# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of December 31, 2001*

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**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 December 31, 2001*

## **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 December 31, 2001*

**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	Complete
				Const	Complete
Allentown - Reading	PA	Traffic Control System	Sig	Design	Note 2
	PA	Estimated Completion Date: Undetermined		Const	
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Const	Complete
				Design	Complete
Ashtabula	OH	Construct connection track Estimated Completion Date: Complete	Track	Design	Complete
				Const	Complete
			Signal	Const	Complete
Attica	IN	Extend siding 4, 580 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: Undetermined	Track	Design	Note 2
				Grading	
				Const	
			Signal	Design	
Bristol	VA	Extend siding 14,255 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Const	Complete
				Design	Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
Buffalo - Cleveland	NY	Traffic control system and remove pole line.	Signal	Const	Complete
	OH	Estimated Completion Date: Complete			Complete
Buffalo	NY	Rehabilitate tracks in sub-leased BPRR yard Estimated Completion Date: Complete	Track	Const	Complete
Buffalo	NY	Construct connection to BPRR yard Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of December 31, 2001*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Buffalo	NY	Reconstruct portion of Bison Yard Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Butler	IN	Construct track connection Estimated Completion Date: Undetermined	Track	Design	Note 2
				Grading	
				Const	
			Signal	Design	
Chicago	IL	Expand and improve 47th St Yard Intermodal Terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
			Track	Design	Complete
				Const	Complete
				Const	Complete
Cloggsville	OH	Track Rehabilitation Estimated Completion Date: Complete	Track	Design	Complete
				Const	Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
Cloggsville	OH	Construct second main Estimated Completion Date: Complete	Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
				Const	Complete
Columbus	OH	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Crockett	VA	Construct 9,100 foot new siding Estimated Completion Date: Complete	Land		Complete
					Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
Croxtton	NJ	Expand and improve intermodal terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
			Track	Design	Complete
				Grade/Pave	Complete
				Const	Complete
E-Rail	NJ	Expand and improve intermodal terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
			Track	Design	Complete
				Grading	Complete
				Const	In progress
Erie	PA	Erie Track Realignment Project Estimated Completion Date: 2Q02	Track	Design	Complete
				Grading	Complete
			Signal	Const	In progress
				Removal	
				Design	Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of December 31, 2001*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Flemington	NJ	Construct 12,500 foot siding Estimated Completion Date: Undetermined	Track	Design Grading Const	Note 2
			Signal	Design Const	
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: Undetermined	Track	Design Grading Const	Note 2
			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: Complete	Signal	Design Const	Complete Complete
Harrisburg	PA	Construct double track Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Harrisburg (Rutherford)	PA	Construct intermodal terminal Estimated Completion Date: Complete	Track	Design Grade/Pave	Complete Complete
Harrisburg - Reading	PA PA	Traffic Control System and remove pole line <b>Estimated Completion Date: 1Q02</b>	Signal	Design Const	Complete In progress
KD Tower - Cumberland Falls	KY 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 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



**Surface Transportation Board Operational Monitoring Report**  
*As of December 31, 2001*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
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
Philadelphia	PA	Construct crossover - Zoo Estimated Completion Date: Undetermined	Track	Design Grading Const	Note 2  Complete
			Signal	Design Const	Complete Complete
Piney Flats	TN	Extend siding 6,610 feet Estimated Completion Date: Complete	Land Track	 Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Port Reading	NJ	Chemical Coast Clearance Projects Estimated Completion Date: Complete	Track	Design Const	Complete Complete
			Bridge	Design Const	Complete Complete
Rader	TN	Extend siding 5,189 feet Estimated Completion Date: Complete	Land Track	 Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Reading - Philadelphia	PA PA	Traffic Control System and remove pole line Estimated Completion Date: Undetermined	Signal	Design Const	Note 2 Complete
Riverton Jct - Roanoke	VA 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 Const	Complete Complete Complete
Sandusky- Columbus	OH	Double Track: S 13.60 - S 26.00 Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of December 31, 2001*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Sandusky-Columbus	OH	Double Track: S 78.10 - S 88.40 Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Sandusky-Columbus	OH	Double Track: S 88.30 - S 95.60 Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Sidney	IL	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
				Design	Complete
			Signal	Const	Complete
Sido	MO	Double tracking 36,458 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Sloan	IL	Extend siding 5,027 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
				Design	Complete
			Signal	Const	Complete
Southern Tier	NY	Southern Tier Rehabilitation Estimated Completion Date: Undetermined	Track	Const	Note 2
			Bridge	Design	
				Const	
St. Louis (Mitchell)	MO	Expand Mitchell Triple Crown Terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
			Signal	Design	Complete
				Const	Complete
Toledo	OH	Intermodal Terminal Estimated Completion Date: Undetermined	Track	Design	Note 2
				Grade/Pave	
Tolono	IL	Track Connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
				Design	Complete
			Signal	Const	Complete
Vermillion	OH	Track Connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
				Design	Complete
			Signal	Const	Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of December 31, 2001*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Wabash	IN	Construct connection track	Track	Const	Complete
		Estimated Completion Date: Complete	Signal	Design	Complete
				Const	Complete

**Note 1:** 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.

**Note 2:** Project on hold pending evaluation of revised traffic requirements.

**Surface Transportation Board Operational Monitoring Report**  
*As of December 31, 2001*

**CUSTOMER SERVICE**

***Systems and Personnel Training***

Operating Area	Project	Status
<b>TRANSPORTATION</b>		
Car Management and Movement	Systems – Multiple projects	Complete
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	Complete
Train Dispatching	Systems	Complete
	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	Complete
Locomotive Management	Systems	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 December 31, 2001*

**CUSTOMER SERVICE**

Operating Area	Project	Status
<b>OPERATIONS PERSONNEL</b>		
Crew Management	Systems	Complete
	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 December 31, 2001*

## **CUSTOMER SERVICE**

### ***Transition Process***

Transition team members for NS in Philadelphia working in Customer Service were released at the end of February, 2000. Call volumes have declined as general service levels improve and are currently below call volume levels prior to the split date. 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. Norfolk Southern has also added car tracing functions to its web page.

Customer Service has reorganized to better leverage the functions of the Central Yard Operations (CYO) groups and the National Customer Service Center (NCSC) staff. Our overall goal is to utilize the larger CYO staff for routine inquiries and allow NCSC to focus on problem resolution and correction.

Other Customer Service changes include moving Agency Operations Center (AOC) billing functions to Accounting; moving Data Quality and Demurrage functions under CYO; and combining Equipment Marketing and Car Distribution and Utilization in a new group called Car Management.

### ***Personnel***

The implementation of the Thoroughbred Yard Enterprise System in the former Conrail areas has been completed, including the training of field personnel. All supervisory positions have been filled for Data Quality, the Agency Operations Center and Customer Service.

### ***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, distributed to our customers, provides customers with all resources and information necessary for doing business with the new NS.

The Help Desk Directory, also distributed to our customers, 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 reports.

# STB OPERATIONAL MONITORING REPORT

As of December 31, 2001

## 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 EC is 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

FD-33388

1-10-02

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204373



**T. J. Stephenson**  
Assistant Vice President -  
Service Measurements

January 9, 2002

**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, January 4th. Cars on-line increased from 233,671 to 234,744 cars. Train velocity decreased from 23.0 to 22.2 miles-per-hour. Terminal dwell increased from 34.9 to 36.2 hours due to a 2-day shutdown for the New Year's holiday.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### **Chicago Gateway Operations**

The on-time-to-two-hours-late measure moved unfavorably 15 percentage points to 69%. The percent of trains greater than 6 hours late moved unfavorably six percentage points to 17%, up from 11% recorded for last week.

#### **Yards and Terminals**

Ten of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### **Corridor Performance**

None of the six measured corridors showed an improvement last week. The best performance in the on-time-to-two-hours-late category occurred on the East St. Louis to Northeast corridor with 87%. Overall, the on-time-to-two-hours-late category was 71%, down six percentage point from the prior week's 77%. The greater-than-six-hours-late category was 23%, up eight percentage points from the prior week.

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Office of the Secretary

JAN 11 2002

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Public Record

204373  
500 Water Street (J407)  
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Phone (904) 366-4134  
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OFFICE OF COMPLIANCE  
AND ENFORCEMENT  
DIRECTOR

JAN 9 11 50 AM '02

RECEIVED  
SURFACE TRANSPORTATION  
BOARD



**Shared Areas**

Daily average on hand cars increased at Pavonia, Oak Island, and North Yard. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 38.6, down from 39.4 hours for the prior week.

**Additional Measurements**

**Train Delay Metric:** For 532 train starts, weekly train delay for Crew totaled 18 hours, a decrease from the previous week. Power delay totaled 14, up from 4 hours recorded last week.

**Train Crew Delay Metric:** The percent of crews not departing within two hours of the on-duty time averaged 20.2% for the week, improving from last week's 21.7%.

**Daily Crew Availability Percentage:** Crew Availability Percentage was 80%, improving eight percentage points from the prior week.

**Daily Number of Recrews Required:** Of 1543 crew starts, 38 (2%) were recrews, one percentage point lower than the previous week.

**Shared Asset Areas Train Delay Metric:** SAA Train Delays averaged two trains per day for North Jersey, one for South Jersey, and none for Detroit.

**Locomotives:** Gross Locomotives = 3941, Average Available = 2973, and Out-of-Service Ratio = 5.0%, up from 4.5% recorded for the previous week.

**Cars Offered in Interchange:** averaged 205 cars daily, 17 of which were for the Norfolk Southern. Both the NS-offered and total-offer decreased from the prior week.

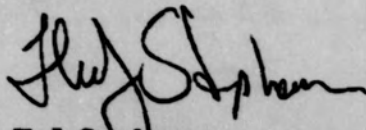
**On-time performance, passenger trains through Brunswick, MD:** 80% for 10 AMTRAK trains (Pittsburgh - Washington) and 97% for 71 MARC trains (West Virginia - Washington).

**Buffalo Customer Service (Hot Line):** the customer service center received no calls this week. Customers have not used this line for the past 36 weeks.

Last week CSXT met the goal for nine of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, overall train velocity, slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, hours of locomotive delay, and locomotive out of service ratio.

Last week's performance numbers reflect the impact of a second consecutive 2-day holiday shutdown. Overall performance is gradually returning to pre-holiday levels as the weather has moderated and the railroad is back to full operation.

Sincerely,

A handwritten signature in dark ink, appearing to read 'T. J. Stephenson', written in a cursive style.

T. J. Stephenson  
Assistant Vice President  
Service Measurements

# **Surface Transportation Board** **Performance Measures**

**For the week ending: 01/04/02**

## **Yard Performance**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	424	316	315	315	327
	Cars On Hand - Empty	226	152	152	264	335
	Cars On Hand - Total	650	468	467	579	662
	Cars Handled	196	0	222	474	634
	Dwell Hours	25.2	0.0	70.5	45.9	32.2
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	288	310	310	307	299
	Cars On Hand - Empty	171	183	179	238	314
	Cars On Hand - Total	459	493	489	545	613
	Cars Handled	0	0	164	380	526
	Dwell Hours	0.0	0.0	86.4	47.8	21.2
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	191	172	172	263	269
	Cars On Hand - Empty	232	204	204	270	214
	Cars On Hand - Total	423	376	376	533	483
	Cars Handled	47	0	43	215	150
	Dwell Hours	9.9	0.0	19.7	18.6	24.1

**CSX Comments:** Daily average on hand cars increased at Pavonia, Oak Island, and North Yard.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 38.6, down from 39.4 hours last week.



# **Surface Transportation Board** **Performance Measures**

## **Train Originations**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02
North Jersey SAA	Number of Originations	1	0	3	7	7
	% Ontime	100%	0%	33%	43%	71%
	% Late 0-2 Hours	0%	0%	33%	57%	14%
	% Late 2-4 Hours	0%	0%	33%	0%	14%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
South Jersey SAA	Number of Originations	0	0	0	3	4
	% Ontime	0%	0%	0%	67%	43%
	% Late 0-2 Hours	0%	0%	0%	33%	57%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	0	0	2	7	8
	% Ontime	0%	0%	100%	100%	50%
	% Late 0-2 Hours	0%	0%	0%	0%	50%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 18 trains. Crew delays were 4 trains for 18 hours; 2 trains were delayed 7 hours for power; originating trains 12 for 219 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Average
Cars Offered	NS	2	10	10	10	55	17
	All Other	215	212	109	187	213	187
	Total	217	222	119	197	268	205

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 On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	50%	50%	100%	100%	80%
MARC	Trains	11	0	20	20	20	71
	% On Time	100%	0%	100%	95%	95%	97%

AMTK measured according to contract with CSX1.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	12/29/01	12/30/01	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Total
Baltimore	Train Crew Starts	15	7	0	0	16	10	11	59
	Crews Delayed +2 Hours	2	1	0	0	5	3	5	16
	% Delayed +2 Hours	13%	14%	0%	0%	31%	30%	45%	27%
Buffalo	Train Crew Starts	36	36	0	3	29	48	41	193
	Crews Delayed +2 Hours	16	5	0	0	7	12	6	46
	% Delayed +2 Hours	44%	14%	0%	0%	24%	25%	15%	24%
Chicago	Train Crew Starts	21	26	0	0	24	30	24	125
	Crews Delayed +2 Hours	9	6	0	0	11	9	3	38
	% Delayed +2 Hours	43%	23%	0%	0%	46%	30%	13%	30%
Cincinnati	Train Crew Starts	26	21	0	2	38	30	36	153
	Crews Delayed +2 Hours	1	3	0	0	6	1	1	12
	% Delayed +2 Hours	4%	14%	0%	0%	16%	3%	3%	8%
Cleveland	Train Crew Starts	18	15	0	0	18	18	16	85
	Crews Delayed +2 Hours	5	5	0	0	5	5	1	21
	% Delayed +2 Hours	28%	33%	0%	0%	28%	28%	6%	25%
Cumberland	Train Crew Starts	30	24	0	0	26	31	28	139
	Crews Delayed +2 Hours	3	1	0	0	0	1	0	5
	% Delayed +2 Hours	10%	4%	0%	0%	0%	3%	0%	4%
Detroit	Train Crew Starts	5	2	0	0	2	5	4	18
	Crews Delayed +2 Hours	0	0	0	0	0	1	1	2
	% Delayed +2 Hours	0%	0%	0%	0%	0%	20%	25%	11%
Philadelphia	Train Crew Starts	10	7	0	0	13	12	10	52
	Crews Delayed +2 Hours	0	1	0	0	4	1	0	6
	% Delayed +2 Hours	0%	14%	0%	0%	31%	8%	0%	12%
Selkirk	Train Crew Starts	48	37	0	7	28	38	45	203
	Crews Delayed +2 Hours	14	7	0	2	11	12	10	56
	% Delayed +2 Hours	29%	19%	0%	29%	39%	32%	22%	28%
Toledo	Train Crew Starts	26	22	0	2	14	23	19	106
	Crews Delayed +2 Hours	3	3	0	0	0	3	2	11
	% Delayed +2 Hours	12%	14%	0%	0%	0%	13%	11%	10%
Willard	Train Crew Starts	40	37	0	0	33	42	39	191
	Crews Delayed +2 Hours	9	12	0	0	3	11	8	43
	% Delayed +2 Hours	23%	32%	0%	0%	9%	26%	21%	23%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.

## Surface Transportation Board Performance Measures

### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	12/29/01	12/30/01	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Total
Train Delay	Originating Train Starts	102	90	39	10	85	99	107	532
	Delayed Hours - Power	2	0	N/A	N/A	9	3	0	14
	Delayed Hours - Crews	1	6	11	0	0	0	0	18

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	12/29/01	12/30/01	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Average
Crew Availability		71%	73%	81%	82%	85%	86%	83%	80%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	12/29/01	12/30/01	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Total
Crews/Recrews	Train Crew Starts	257	220	107	214	253	249	243	1543
	Recrews	9	14	2	3	4	5	1	38
	% Recrewed	4%	6%	2%	1%	2%	2%	0%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.



## Surface Transportation Board

### Performance Measures

#### CSXT Locomotive Fleet Condition

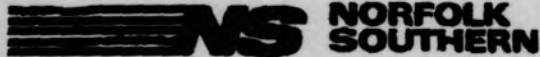
		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	12/29/01	12/30/01	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Average
Locomotives	Gross Fleet Size	3947	3953	3956	3953	3952	3931	3896	3941
	Avg. Number Available	3457	3466	0	3517	3477	3461	3436	2973
	OOS Ratio	5.3	5.4	4.5	4.2	4.7	5.1	5.7	5.0

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

#### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	12/29/01	12/30/01	12/31/01	01/01/02	01/02/02	01/03/02	01/04/02	Average
Train Delay	Philadelphia/South Jersey	3	2	0	0	0	0	0	1
	North Jersey	7	2	0	1	0	0	3	2
	Detroit	0	0	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.



Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-9241

George A. Aspatore  
General Solicitor

—  
Writer's Direct Dial Number

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

January 9, 2002

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 January 4, 2002, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews. Also included is the bi-weekly Buffalo update.

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.

January 9, 2002

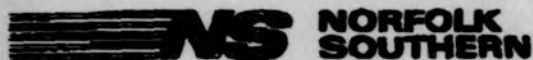
Page 2

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

Sincerely,

*George A. Aspatore / sps*  
George A. Aspatore  
General Solicitor

Enclosures



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

Tony L. Ingram  
Vice President  
Transportation Operations  
Telephone: 757 629-2606  
FAX: 757 629-2344

January 9, 2002

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:

Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed increased, and the average terminal dwell decreased. On the monitored corridors and Chicago gateway operations, 29 trains were held for terminal delays, 12 trains were held for crews, and 12 trains were held for power.

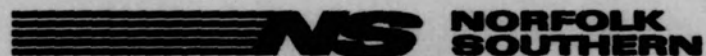
With respect to our customer service hotline in Buffalo, NS did not receive any calls over the two-week period.

In the Shared Assets Areas, daily average on-hand car volume increased at North Yard, Oak Island and Pavonia. All volume counts were within expected operating norms. Overall average terminal dwell time decreased. Reported road train delays for crews and power increased from the prior week. Four trains were delayed 18 hours for lack of crews and 2 trains were delayed 7 hours for power. Twelve originating trains were delayed a total of 219 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 83% of the delay hours reported in the SAAs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tony L. Ingram', followed by a horizontal line.

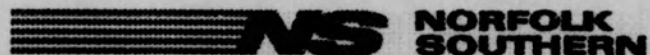




For the week ending 1/4/02

Shared Asset Area - Yard Performance

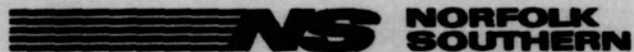
Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	#####	850	232	191	423	47	9.9
	1/1/2002	850	204	172	376	0	0.0
	1/2/2002	850	204	172	376	43	19.7
	1/3/2002	850	270	263	533	215	18.6
	1/4/2002	850	214	269	483	150	24.1
North Yard MI Average		850	225	213	438	91	19.6
Oak Island NJ	#####	1200	226	424	650	196	25.2
	1/1/2002	1200	152	316	468	0	0.0
	1/2/2002	1200	152	315	467	222	70.5
	1/3/2002	1200	264	315	579	474	45.9
	1/4/2002	1200	335	327	662	634	32.2
Oak Island NJ Average		1200	226	339	565	305	41.1
Pavonia NJ	#####	900	171	288	459	0	0.0
	1/1/2002	900	183	310	493	0	0.0
	1/2/2002	900	179	310	489	164	86.4
	1/3/2002	900	238	307	545	380	47.8
	1/4/2002	900	314	299	613	526	21.2
Pavonia Average		900	217	303	520	214	40.6



For the week ending 1/4/02

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	31-Dec	0	0%	0%	0%	0%	0%
	1-Jan	0	0%	0%	0%	0%	0%
	2-Jan	2	100%	0%	0%	0%	0%
	3-Jan	7	100%	0%	0%	0%	0%
	4-Jan	8	50%	50%	0%	0%	0%
Detroit Total		17	76%	24%	0%	0%	0%
North Jersey Total	31-Dec	1	100%	0%	0%	0%	0%
	1-Jan	0	0%	0%	0%	0%	0%
	2-Jan	3	33%	33%	33%	0%	0%
	3-Jan	7	43%	57%	0%	0%	0%
	4-Jan	7	71%	14%	14%	0%	0%
North Jersey Total		18	56%	33%	11%	0%	0%
South Jersey Total	31-Dec	0	0%	0%	0%	0%	0%
	1-Jan	0	0%	0%	0%	0%	0%
	2-Jan	0	0%	0%	0%	0%	0%
	3-Jan	3	67%	33%	0%	0%	0%
	4-Jan	4	25%	75%	0%	0%	0%
South Jersey Total		7	43%	57%	0%	0%	0%
Grand Total		42	62%	33%	5%	0%	0%

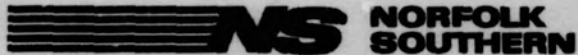


For the week ending 1/4/02

**Shared Asset Area Trains Held**

area	Sat 29-Dec	Sun 30-Dec	Mon 31-Dec	Tue 01-Jan	Wed 02-Jan	Thu 03-Jan	Fri 04-Jan	Grand Total
North Jersey	7	2	0	1	0	0	3	13
South Jersey	3	2	0	0	0	0	0	5
Detroit	0	0	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.



### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	25	25
other	0	0	0	0	78	78
Total	0	0	0	0	103	103

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

### NS Northern Region Train Starts and Delays

	Saturday 29-Dec	Sunday 30-Dec	Monday 31-Dec	Tuesday 1-Jan	Wednesday 2-Jan	Thursday 3-Jan	Friday 4-Jan	Grand Total
# of Train Starts	137	124	66	20	124	158	163	792
Delay Cause								
Crew Delays (hrs)	1.5	8.0	41.9	0.0	3.0	2.8	5.6	62.7
Power Delays (hrs)	12.9	0.0	0.0	0.0	0.0	0.0	11.8	24.7

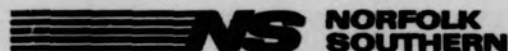
The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Sunday 29-Dec	Monday 30-Dec	Tuesday 31-Dec	Tuesday 1-Jan	Wednesday 2-Jan	Thursday 3-Jan	Friday 4-Jan	average
Fleet Size	3190	3161	3221	3169	3202	3203	3223	3196
available	2978	2952	2995	2946	2973	2975	2994	2973
out of service %	6.6%	6.6%	7.0%	7.0%	7.2%	7.1%	7.1%	7.0%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.





### NS Crew Starts and Delays

		Sunday 29-Dec	Monday 30-Dec	Tuesday 31-Dec	Tuesday 1-Jan	Wednesday 2-Jan	Thursday 3-Jan	Friday 4-Jan	total
Allentown	crew starts	14	15	5	0	15	16	16	81
	crews delayed	4	2	1	0	5	6	4	22
Bellevue	crew starts	31	36	3	1	29	41	34	175
	crews delayed	5	7	0	0	2	8	6	28
Buffalo	crew starts	12	12	18	22	23	26	25	138
	crews delayed	1	2	2	2	3	3	2	15
Chicago	crew starts	29	31	14	1	32	33	33	173
	crews delayed	11	7	8	0	14	13	10	63
Cincinnati	crew starts	29	27	14	1	19	24	33	147
	crews delayed	4	11	1	0	2	3	5	26
Cleveland	crew starts	6	8	2	0	5	6	7	34
	crews delayed	1	1	1	0	1	3	3	10
Conway	crew starts	52	43	19	0	35	47	47	243
	crews delayed	7	11	3	0	10	7	9	47
Detroit	crew starts	12	9	4	0	11	14	19	69
	crews delayed	4	3	2	0	0	1	4	14
Elkhart	crew starts	40	33	18	4	33	29	37	194
	crews delayed	14	22	9	0	14	12	16	87
Harrisburg	crew starts	52	43	21	2	28	52	49	247
	crews delayed	7	11	6	0	5	15	14	58
Toledo	crew starts	54	41	27	4	33	52	53	264
	crews delayed	4	8	3	0	7	21	9	52

**Notes:**

Data source is T&E employees' "End of Trip" reporting

A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.

Includes all trains for location, whether originating or run-through.

A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Sunday 29-Dec	Monday 30-Dec	Tuesday 31-Dec	Tuesday 1-Jan	Wednesday 2-Jan	Thursday 3-Jan	Friday 4-Jan	average
availability%	67%	67%	67%	75%	80%	80%	80%	74%

**Notes:**

A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Sunday 29-Dec	Monday 30-Dec	Tuesday 31-Dec	Tuesday 1-Jan	Wednesday 2-Jan	Thursday 3-Jan	Friday 4-Jan	total
crew starts	295	270	131	21	211	290	320	1538
recrews	8	4	5	1	4	4	4	30

**Notes:**

A summary of trains ordered by field transportation using relief crew (recrew) train symbol

Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

STB

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**ZUCKERT SCOUTT & RASENBERGER, L.L.P.**  
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RICHARD A. ALLEN

DIRECT DIAL (202) 973-7902  
raallen@zsrlaw.com

January 9, 2002

**BY HAND**

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

ENTERED  
Office of the Secretary  
JAN 10 2002  
Part of  
Public Record



**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:

Pursuant to Ordering Paragraph No. 22 at page 177 of Decision No. 89 in the above proceeding, applicants Norfolk Southern Corporation and Norfolk Southern Railway Company ("NS") hereby submit the attached report and 25 copies reflecting the origins, destinations, and routings for the truck traffic at the intermodal terminal at Croxton, New Jersey, which was allocated to NS pursuant to the Conrail transaction, based on surveys for the months of October, November and December 2001.

Please do not hesitate to call me if you have any questions regarding the attached report.

Respectfully,

*Richard A. Allen*  
by *SAW*

Richard A. Allen

cc: Melvin F. Ciemens, Jr.  
Ms. Alice Cheng  
Director, Intermodal Planning  
New York City Economic Development Corp.  
110 Williams Street  
New York, NY 10038

Attachment

Norfolk Southern Corporation  
Intermodal Terminal Report No. 10  
Croxtan Intermodal Terminal  
Months of Oct Nov Dec 2001

State	City	In-Gate	Out-Gate	Total
	Unknown	0	3	3
CT	DANBURY	0	0	0
CT	EAST GRANBY	0	0	0
CT	EAST HARTFORD	0	0	0
CT	NEW HAVEN	0	0	0
CT	ORANGE	0	0	0
CT	WALLINGFORD	0	0	0
CT	Unknown	0	0	0
MA	ALSTON	0	0	0
MA	CHELMSFORD	0	0	0
MA	FALL RIVER	0	0	0
MA	LENOX	0	0	0
MA	NORTH DARTHMOUTH	0	0	0
MA	SOUTH BORO	0	0	0
MA	SOUTHLEE	0	0	0
MA	Unknown	0	0	0
MA	WORCESTER	0	0	0
ME	ROCKLAND	0	0	0
NY	BRONX	127	140	267
NY	BROOKLYN	0	0	0
NY	HICKSVILLE	0	0	0
NY	LONG ISLAND	0	0	0
NY	MANHATTAN	0	0	0
NY	PORT CHESTER	0	0	0
NY	QUEENS	16	10	26
NY	STATEN ISLAND	0	0	0
NY	Unknown	0	0	0
RI	Unknown	0	0	0
George Washington		143	153	296
George Washington		143	153	296
Tappan Zee		62	71	133
Staten Island Crossings		15	9	24
Manhattan Tunnels		0	0	0
Other / Unknown		0	0	0
East of Hudson		220	233	453
West of Hudson		974	992	1,966
GRAND TOTAL		1,194	1,225	2,419



STB

FD-33388

1-7-02

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204323



T. J. Stephenson  
Assistant Vice President -  
Service Measurements

December 26, 2001

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, December 21<sup>st</sup>. Cars on-line increased from 232,202 to 232,771 cars. Train velocity increased from 23.2 to 23.3 miles-per-hour. Terminal dwell slightly increased from 23.4 to 23.5 hours.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### **Chicago Gateway Operations**

The on-time-to-two-hours-late measure moved unfavorably eight percentage points to 88%. The percent of trains greater than 6 hours late moved unfavorably four percentage points to 4%, up from 0% recorded for last week.

#### **Yards and Terminals**

Eight of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### **Corridor Performance**

Two of the six measured corridors showed an improvement last week. The best performance in the on-time-to-two-hours-late category occurred on the I-95 corridor with 100%. Overall, the on-time-to-two-hours-late category was 91%, down one percentage point from the prior week. The greater-than-six-hours-late category was 4%, up two percentage points from the prior week.



500 Water Street (J407)  
Jacksonville, FL 32202  
Phone (904) 366-4134  
Fax (904) 359-1571

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### **Shared Areas**

Daily average on hand cars decreased at Pavonia, North Yard, and Oak Island. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 25.1, down from 26.2 hours for the prior week.

### **Additional Measurements**

Train Delay Metric: For 739 train starts, weekly train delay totaled 49 hours for Crew, an increase from the previous week. No data was available for delayed hours for Power.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 13.8% for the week, improved from last week's 14.9%.

Daily Crew Availability Percentage: Crew Availability Percentage was 80%, down three percentage points from the prior week.

Daily Number of Recrews Required: Of 1767 crew starts, 34 (2%) were recrews, the same percentage as the previous week.

Shared Asset Areas Train Delay Metric: SAA Train Delays averaged four trains per day for North Jersey, and none for South Jersey or Detroit.

Locomotives: Gross Locomotives = 3930, Average Available = 3452, and Out-of-Service Ratio = 4.9, up from 4.6% recorded for the previous week.

Cars Offered in Interchange: averaged 329 cars daily, 67 of which were for the Norfolk Southern. The NS-offered and total-offered both increased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 100% for 10 AMTRAK trains (Pittsburgh – Washington) and 99% for 100 MARC trains (West Virginia – Washington).

Buffalo Customer Service (Hot Line): the customer service center received no calls this week. Customers have not used this line for the past 34 weeks.

Last week CSXT met the goal for 15 of the 18 of the key fourth quarter service measurements. Goals were met for cars on-line, train velocity (overall and merchandise), slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, cars dwell, right connection, on-time originations and arrivals, 30-hour cars, industrial switching, hours of locomotive delay, and locomotive out of service ratio-CSXT. No data was available for FRA reportable injuries or derailments.

The overall performance of the rail network remains at a high level. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

C. K. Murphy  
Secretary  
CSXT Service Measurements



## Surface Transportation Board

### Performance Measures

For the week ending:

12/21/01

#### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	209	288	297	281	384
	Cars On Hand - Empty	222	324	325	388	469
	Cars On Hand - Total	431	612	622	569	853
	Cars Handled	285	461	488	566	543
	Dwell Hours	27.7	29.8	25.8	23.7	22.9
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	293	389	286	284	240
	Cars On Hand - Empty	140	379	296	324	273
	Cars On Hand - Total	433	768	582	608	513
	Cars Handled	184	572	505	454	381
	Dwell Hours	50.4	24.1	26.5	16.3	29.4
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	199	249	241	245	177
	Cars On Hand - Empty	103	121	197	124	121
	Cars On Hand - Total	302	370	438	369	298
	Cars Handled	146	237	272	346	214
	Dwell Hours	29.3	22.2	23.2	20.1	17.9

**CSX Comments:** Daily average on hand cars decreased at Pavonia, North Yard and Oak Island.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 25.1, down from 26.2 hours last week.

# **Surface Transportation Board** **Performance Measures**

## **Train Originations**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01
North Jersey SAA	Number of Originations	5	7	7	9	7
	% Ontime	60%	43%	57%	44%	43%
	% Late 0-2 Hours	20%	43%	14%	44%	43%
	% Late 2-4 Hours	0%	14%	14%	0%	14%
	% Late 4-6 Hours	0%	0%	14%	11%	0%
	% Late GT 6 Hours	20%	0%	0%	0%	0%
South Jersey SAA	Number of Originations	1	3	3	3	3
	% Ontime	0%	67%	33%	33%	33%
	% Late 0-2 Hours	100%	33%	67%	33%	67%
	% Late 2-4 Hours	0%	0%	0%	33%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	6	8	8	8	8
	% Ontime	100%	50%	88%	75%	75%
	% Late 0-2 Hours	0%	25%	13%	0%	25%
	% Late 2-4 Hours	0%	25%	0%	25%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 33 trains. Crew delays were 4 trains for 23 hours; 4 trains were delayed 16 hours for power; originating trains 25 for 54 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

		Monday 12/17/01	Tuesday 12/18/01	Wednesday 12/19/01	Thursday 12/20/01	Friday 12/21/01	Daily Average
Measure	Railroad Offered To						
Cars Offered	NS	0	37	98	199	2	67
	All Other	252	219	219	300	318	262
	Total	252	256	317	499	320	329

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 On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday 12/17/01	Tuesday 12/18/01	Wednesday 12/19/01	Thursday 12/20/01	Friday 12/21/01	Weekly Totals
Service	Measure						
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	100%	100%	100%	100%	100%
MARC	Trains	20	20	20	20	20	100
	% On Time	100%	100%	100%	100%	95%	99%

AMTK measured according to contract with CSXT.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	12/15/01	12/16/01	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01	Total
Baltimore	Train Crew Starts	22	11	18	13	17	16	18	115
	Crews Delayed +2 Hours	4	2	1	4	5	1	9	26
	% Delayed +2 Hours	18%	18%	6%	31%	29%	6%	50%	23%
Buffalo	Train Crew Starts	48	41	33	48	42	46	49	307
	Crews Delayed +2 Hours	8	7	4	2	2	3	4	30
	% Delayed +2 Hours	17%	17%	12%	4%	5%	7%	8%	10%
Chicago	Train Crew Starts	25	29	23	24	26	28	24	179
	Crews Delayed +2 Hours	4	8	4	2	3	6	4	31
	% Delayed +2 Hours	16%	28%	17%	8%	12%	21%	17%	17%
Cincinnati	Train Crew Starts	39	42	33	29	34	33	38	248
	Crews Delayed +2 Hours	2	2	0	1	5	0	1	11
	% Delayed +2 Hours	5%	5%	0%	3%	15%	0%	3%	4%
Cleveland	Train Crew Starts	19	26	27	20	25	23	23	163
	Crews Delayed +2 Hours	6	4	4	5	4	5	4	32
	% Delayed +2 Hours	32%	15%	15%	25%	16%	22%	17%	20%
Cumberland	Train Crew Starts	35	30	27	30	35	32	29	218
	Crews Delayed +2 Hours	0	1	1	1	0	3	0	6
	% Delayed +2 Hours	0%	3%	4%	3%	0%	9%	0%	3%
Detroit	Train Crew Starts	6	5	5	6	5	7	7	41
	Crews Delayed +2 Hours	2	1	2	2	2	3	2	14
	% Delayed +2 Hours	33%	20%	40%	33%	40%	43%	29%	34%
Philadelphia	Train Crew Starts	14	12	11	8	10	12	10	77
	Crews Delayed +2 Hours	0	1	1	1	2	1	1	7
	% Delayed +2 Hours	0%	8%	9%	13%	20%	8%	10%	9%
Seikirk	Train Crew Starts	50	40	34	42	45	48	51	310
	Crews Delayed +2 Hours	8	5	6	12	7	10	15	63
	% Delayed +2 Hours	16%	13%	18%	29%	16%	21%	29%	20%
Toledo	Train Crew Starts	31	33	34	29	30	31	32	220
	Crews Delayed +2 Hours	3	3	2	4	2	2	5	21
	% Delayed +2 Hours	10%	9%	6%	14%	7%	6%	16%	10%
Willard	Train Crew Starts	48	49	34	40	45	45	44	305
	Crews Delayed +2 Hours	9	4	5	2	4	9	10	43
	% Delayed +2 Hours	19%	8%	15%	5%	9%	20%	23%	14%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.



## Surface Transportation Board

### Performance Measures

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	12/15/01	12/16/01	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01	Total
Train Delay	Originating Train Starts	101	103	98	100	110	114	113	739
	Delayed Hours - Power	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0
	Delayed Hours - Crews	0	7	12	22	2	2	4	49

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

#### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	12/15/01	12/16/01	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01	Average
Crew Availability		81%	80%	79%	80%	80%	79%	78%	80%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

#### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	12/15/01	12/16/01	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01	Total
Crews/Recrews	Train Crew Starts	257	234	221	253	263	267	272	1767
	Recrews	2	5	6	5	3	5	8	34
	% Recrewed	1%	2%	3%	2%	1%	2%	3%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

## Surface Transportation Board

### Performance Measures

#### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	12/15/01	12/16/01	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01	Average
Locomotives	Gross Fleet Size	3934	3930	3925	3926	3938	3940	3916	3930
	Avg. Number Available	3464	3460	3454	3446	3445	3440	3453	3452
	OOS Ratio	4.5	4.8	5.0	5.3	5.1	4.9	4.9	4.9

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

#### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	12/15/01	12/16/01	12/17/01	12/18/01	12/19/01	12/20/01	12/21/01	Average
Train Delay	Philadelphia/South Jersey	2	0	0	0	1	0	0	0
	North Jersey	6	3	4	3	5	5	3	4
	Detroit	0	0	0	0	1	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.

George A. Aspatore  
General Solicitor

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

December 26, 2001

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 December 21, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews. Also included is the bi-weekly Buffalo update.

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.  
December 26, 2001  
Page 2

As always, I am including a letter written by Tony L. Ingram, Vice President Transportation – 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



December 26, 2001

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

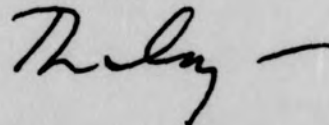
Dear Mr. Clemens:

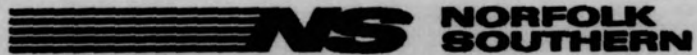
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed decreased, and the average terminal dwell increased. On the monitored corridors and Chicago gateway operations, 28 trains were held for terminal delays, 18 trains were held for crews, and 23 trains were held for power.

With respect to our customer service hotline in Buffalo, NS did not receive any calls over the two-week period.

In the Shared Assets Areas, daily average on-hand car volume decreased at North Yard, Oak Island and Pavonia. All volume counts were within expected operating norms. Overall average terminal dwell time decreased. Reported road train delays for crews and power decreased from the prior week. Four trains were delayed 23 hours for lack of crews and 4 trains were delayed 16 hours for power. Twenty-five originating trains were delayed a total of 54 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 45% of the delay hours reported in the SAAs.

Sincerely,

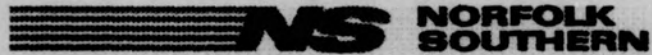




For the week ending 12/28/01

Shared Asset Area - Yard Performance

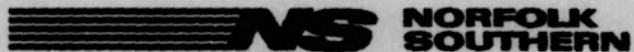
Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	#####	850	103	199	302	146	29.3
	#####	850	121	249	370	237	22.2
	#####	850	197	241	438	272	23.2
	#####	850	124	245	369	346	20.1
	#####	850	121	177	298	214	17.9
North Yard MI Average		850	133	222	355	243	21.9
Oak Island NJ	#####	1200	222	209	431	285	27.7
	#####	1200	324	288	612	461	29.8
	#####	1200	325	297	622	488	25.8
	#####	1200	388	281	669	566	23.7
	#####	1200	469	384	853	543	22.9
Oak Island NJ Average		1200	346	292	637	469	25.6
Pavonia NJ	#####	900	140	293	433	184	50.4
	#####	900	379	389	768	572	24.1
	#####	900	296	286	582	505	26.5
	#####	900	324	284	608	454	16.3
	#####	900	273	240	513	381	29.4
Pavonia Average		900	282	298	581	419	26.3



For the week ending 12/21/02

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	17-Dec	6	100%	0%	0%	0%	0%
	18-Dec	8	50%	25%	25%	0%	0%
	19-Dec	8	88%	13%	0%	0%	0%
	20-Dec	8	75%	0%	25%	0%	0%
	21-Dec	8	75%	25%	0%	0%	0%
<b>Detroit Total</b>		<b>38</b>	<b>76%</b>	<b>13%</b>	<b>11%</b>	<b>0%</b>	<b>0%</b>
North Jersey Total	17-Dec	5	60%	20%	0%	0%	20%
	18-Dec	7	43%	43%	14%	0%	0%
	19-Dec	7	57%	14%	14%	14%	0%
	20-Dec	9	44%	44%	0%	11%	0%
	21-Dec	7	43%	43%	14%	0%	0%
<b>North Jersey Total</b>		<b>35</b>	<b>49%</b>	<b>34%</b>	<b>9%</b>	<b>6%</b>	<b>3%</b>
South Jersey Total	17-Dec	1	0%	100%	0%	0%	0%
	18-Dec	3	67%	33%	0%	0%	0%
	19-Dec	3	33%	67%	0%	0%	0%
	20-Dec	3	33%	33%	33%	0%	0%
	21-Dec	3	33%	67%	0%	0%	0%
<b>South Jersey Total</b>		<b>13</b>	<b>38%</b>	<b>54%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>
<b>Grand Total</b>		<b>86</b>	<b>59%</b>	<b>28%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>



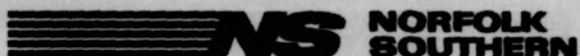
For the week ending 12/28/01

**Shared Asset Area Trains Held**

area	Sat 22-Dec	Sun 23-Dec	Mon 24-Dec	Tue 25-Dec	Wed 26-Dec	Thu 27-Dec	Fri 28-Dec	Grand Total
North Jersey	6	3	4	3	5	5	3	29
South Jersey	2	0	0	0	1	0	0	3
Detroit	0	0	0	0	1	0	0	1

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.





### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Grand Total	0	0	0	0	0	0
other	0	0	0	0	0	0
Total	0	0	0	0	0	0

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

### NS Northern Region Train Starts and Delays

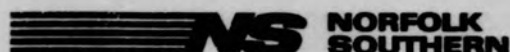
	Sunday 15-Dec	Monday 16-Dec	Tuesday 17-Dec	Wednesday 18-Dec	Thursday 19-Dec	Friday 20-Dec	Saturday 21-Dec	Grand Total
# of Train Starts	166	141	159	165	156	169	171	1127
Delay Cause								
Crew Delays (hrs)	26.0	0.8	1.8	2.0	11.1	1.0	0.5	43.3
Power Delays (hrs)	37.1	21.3	22.3	8.3	0.0	0.0	25.5	114.3

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Sunday 15-Dec	Monday 16-Dec	Tuesday 17-Dec	Wednesday 18-Dec	Thursday 19-Dec	Friday 20-Dec	Saturday 21-Dec	average
Fleet Size	3148	3056	3082	3130	3109	3127	3132	3112
available	2967	2880	2896	2942	2916	2945	2940	2927
out of service %	5.7%	5.8%	6.0%	6.0%	6.2%	5.8%	6.1%	6.0%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Crew Starts and Delays

		Saturday 15-Dec	Sunday 16-Dec	Monday 17-Dec	Tuesday 18-Dec	Wednesday 19-Dec	Thursday 20-Dec	Friday 21-Dec	total
Allentown	crew starts	12	16	17	17	17	21	16	116
	crews delayed	2	5	3	5	4	4	3	26
Bellevue	crew starts	42	51	39	45	51	40	48	316
	crews delayed	17	18	15	16	8	6	16	96
Buffalo	crew starts	27	22	26	23	25	22	24	169
	crews delayed	4	4	3	5	4	4	3	27
Chicago	crew starts	35	34	34	35	38	37	36	249
	crews delayed	14	11	15	17	12	12	11	92
Cincinnati	crew starts	33	37	30	26	37	36	34	233
	crews delayed	3	9	3	3	8	2	7	35
Cleveland	crew starts	9	12	8	7	5	9	11	61
	crews delayed	2	1	4	2	2	3	5	19
Conway	crew starts	54	50	50	50	50	53	55	362
	crews delayed	11	13	12	8	6	12	17	79
Detroit	crew starts	15	13	16	18	17	18	18	115
	crews delayed	4	2	5	5	3	1	6	26
Elkhart	crew starts	41	38	35	36	35	38	42	265
	crews delayed	15	14	13	13	18	16	22	111
Harrisburg	crew starts	53	46	37	44	52	54	49	335
	crews delayed	14	11	12	9	7	8	12	73
Toledo	crew starts	53	63	43	55	54	57	69	394
	crews delayed	9	9	10	13	9	11	15	76

**Notes:**

Data source is T&E employees' "End of Trip" reporting  
 A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.  
 Includes all trains for location, whether originating or run-through.  
 A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 15-Dec	Sunday 16-Dec	Monday 17-Dec	Tuesday 18-Dec	Wednesday 19-Dec	Thursday 20-Dec	Friday 21-Dec	average
availability%	76%	75%	75%	75%	76%	75%	74%	75%

**Notes:**

A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 15-Dec	Sunday 16-Dec	Monday 17-Dec	Tuesday 18-Dec	Wednesday 19-Dec	Thursday 20-Dec	Friday 21-Dec	total
crew starts	330	317	288	293	311	328	329	2196
recrews	4	4	3	9	7	10	4	41

**Notes:**

A summary of trains ordered by field transportation using relief crew (recrew) train symbol  
 Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

STB

FD-33388

1-3-02

D

204297

SURFACE TRANSPORTATION BOARD

# Memorandum

204247

ENTERED  
Office of the Secretary

JAN 04 2002

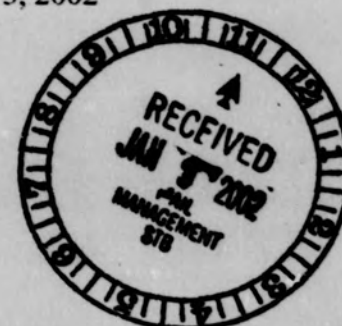
Part of  
Public Record

DATE: January 3, 2002

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

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

D



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

Attached are the original and two copies of the latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact Ed Nelson at 565-1574.

Attachments

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





500 Water Street (J407)  
Jacksonville, FL 32202  
Phone (904) 366-4134  
Fax (904) 359-1571

T. J. Stephenson  
Assistant Vice President -  
Service Measurements

January 3, 2002

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

RECEIVED  
SURFACE TRANSPORTATION  
BOARD  
JAN 3 4 03 PM '02  
OFFICE OF COMPLIANCE  
AND ENFORCEMENT  
DIRECTOR

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, December 28<sup>th</sup>. Cars on-line increased from 232,771 to 233,671 cars. Train velocity decreased from 23.3 to 23.0 miles-per-hour. Terminal dwell increased from 23.5 to 34.9 hours due to a 2-day shutdown for the Christmas holiday.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### Chicago Gateway Operations

The on-time-to-two-hours-late measure moved unfavorably four percentage points to 84%. The percent of trains greater than 6 hours late moved unfavorably seven percentage points to 11%, up from 4% recorded for last week.

#### Yards and Terminals

Only one of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### Corridor Performance

None of the six measured corridors showed an improvement last week. The best performance in the on-time-to-two-hours-late category occurred on the East St. Louis to Northeast corridor with 88%. Overall, the on-time-to-two-hours-late category was 77%, down 14 percentage point from the prior week's 91%. The greater-than-six-hours-late category was 15%, up 11 percentage points from the prior week.

**Shared Areas**

Daily average on hand cars decreased at Pavonia and Oak Island, and increased at North Yard. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 39.4, up from 25.1 hours for the prior week.

**Additional Measurements**

**Train Delay Metric:** For 462 train starts, weekly train delay for Crew totaled 35 hours, a decrease from the previous week. After data problems the previous report, we were able this week to again calculate Power delay, which totaled 4 hours.

**Train Crew Delay Metric:** The percent of crews not departing within two hours of the on-duty time averaged 21.7% for the week, up from last week's 13.8%.

**Daily Crew Availability Percentage:** Crew Availability Percentage was 72%, down eight percentage points from the prior week.

**Daily Number of Recrews Required:** Of 1442 crew starts, 46 (3%) were recrews, one percentage point higher than the previous week.

**Shared Asset Areas Train Delay Metric:** SAA Train Delays averaged two trains per day for North Jersey, one for South Jersey, and none for Detroit.

**Locomotives:** Gross Locomotives = 3920, Average Available = 2475, and Out-of-Service Ratio = 4.5%, improved from 4.9% recorded for the previous week.

**Cars Offered in Interchange:** averaged 408 cars daily, 30 of which were for the Norfolk Southern. The NS-offered decreased, while the total-offered increased from the prior week.

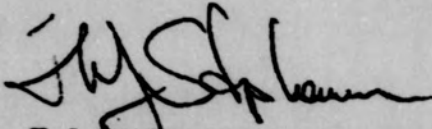
**On-time performance, passenger trains through Brunswick, MD:** 100% for 10 AMTRAK trains (Pittsburgh - Washington) and 93% for 70 MARC trains (West Virginia - Washington).

**Buffalo Customer Service (Hot Line):** the customer service center received no calls this week. Customers have not used this line for the past 35 weeks.

Last week CSXT met the goal for twelve of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, train velocity (overall and merchandise), slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, hours of locomotive delay, and CSXT and leased locomotive out of service ratio.

Last week's performance numbers reflect the impact of a 2-day shutdown for the Christmas holiday. The return to pre-holiday levels of performance is being slowed somewhat by severe winter weather conditions over most of the CSX network. As the weather moderates, we do expect to return to the high levels of performance that were achieved over the last several months.

Sincerely,

A handwritten signature in dark ink, appearing to read 'T. J. Stephenson', written in a cursive style.

T. J. Stephenson  
Assistant Vice President  
Service Measurements

## Surface Transportation Board

### Performance Measures

For the week ending:

12/28/01

#### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	311	279	258	264	359
	Cars On Hand - Empty	258	232	208	242	318
	Cars On Hand - Total	569	511	466	506	677
	Cars Handled	132	0	184	331	496
	Dwell Hours	20.5	0.0	76.7	54.3	23.7
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	187	262	262	342	345
	Cars On Hand - Empty	135	181	181	198	363
	Cars On Hand - Total	322	443	443	540	708
	Cars Handled	26	0	150	385	365
	Dwell Hours	45.4	0.0	83.2	37.1	29.5
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	213	163	163	186	197
	Cars On Hand - Empty	162	154	153	157	281
	Cars On Hand - Total	375	317	316	343	478
	Cars Handled	44	0	65	201	104
	Dwell Hours	10.2	0.0	62.2	24.4	31.0

**CSX Comments:** Daily average on hand cars decreased at Pavonia and Oak Island, and increased at North Yard. All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 39.4, up from 25.1 hours last week.



## Surface Transportation Board

### Performance Measures

#### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01
North Jersey SAA	Number of Originations	1	0	3	6	6
	% Ontime	100%	0%	33%	33%	50%
	% Late 0-2 Hours	0%	0%	33%	50%	50%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	33%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	17%	0%
South Jersey SAA	Number of Originations	0	0	1	3	3
	% Ontime	0%	0%	0%	33%	33%
	% Late 0-2 Hours	0%	0%	100%	33%	67%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	33%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	1	0	0	5	5
	% Ontime	100%	0%	0%	100%	80%
	% Late 0-2 Hours	0%	0%	0%	0%	20%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 26 trains. Crew delays were 4 trains for 3 hours; 3 trains were delayed 6 hours for power; originating trains 19 for 223 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Average
Cars Offered	NS	1	18	18	18	95	30
	All Other	420	299	299	439	435	378
	Total	421	317	317	457	530	408

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 On Time Passenger Train Performance

##### "Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	100%	100%	100%	100%	100%
MARC	Trains	10	0	20	20	20	70
	% On Time	100%	0%	100%	80%	95%	93%

AMTK measured according to contract with CSXT.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	12/22/01	12/23/01	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Total
Baltimore	Train Crew Starts	18	8	0	0	13	18	16	73
	Crews Delayed +2 Hours	10	2	0	0	3	3	3	21
	% Delayed +2 Hours	56%	25%	0%	0%	23%	17%	19%	29%
Buffalo	Train Crew Starts	45	38	3	0	27	38	30	181
	Crews Delayed +2 Hours	5	6	0	0	7	21	18	57
	% Delayed +2 Hours	11%	16%	0%	0%	26%	55%	60%	31%
Chicago	Train Crew Starts	22	23	2	0	23	32	24	126
	Crews Delayed +2 Hours	5	5	0	0	11	19	5	45
	% Delayed +2 Hours	23%	22%	0%	0%	48%	59%	21%	36%
Cincinnati	Train Crew Starts	35	24	2	2	40	28	37	168
	Crews Delayed +2 Hours	3	3	0	0	6	3	2	17
	% Delayed +2 Hours	9%	13%	0%	0%	15%	11%	5%	10%
Cleveland	Train Crew Starts	17	19	2	0	22	23	14	97
	Crews Delayed +2 Hours	7	4	0	0	5	6	4	26
	% Delayed +2 Hours	41%	21%	0%	0%	23%	26%	29%	27%
Cumberland	Train Crew Starts	36	21	0	0	32	33	35	157
	Crews Delayed +2 Hours	3	1	0	0	6	1	3	14
	% Delayed +2 Hours	8%	5%	0%	0%	19%	3%	9%	9%
Detroit	Train Crew Starts	5	4	0	0	3	5	2	19
	Crews Delayed +2 Hours	3	2	0	0	0	0	0	5
	% Delayed +2 Hours	60%	50%	0%	0%	0%	0%	0%	26%
Philadelphia	Train Crew Starts	10	9	0	0	14	13	12	58
	Crews Delayed +2 Hours	1	1	0	0	3	1	2	8
	% Delayed +2 Hours	10%	11%	0%	0%	21%	8%	17%	14%
Selkirk	Train Crew Starts	46	34	6	0	29	38	45	198
	Crews Delayed +2 Hours	12	5	0	0	10	8	11	46
	% Delayed +2 Hours	26%	15%	0%	0%	34%	21%	24%	23%
Toledo	Train Crew Starts	31	20	0	0	26	29	26	132
	Crews Delayed +2 Hours	3	3	0	0	5	5	1	17
	% Delayed +2 Hours	10%	15%	0%	0%	19%	17%	4%	13%
Willard	Train Crew Starts	50	39	6	0	32	45	45	217
	Crews Delayed +2 Hours	15	7	0	0	6	8	6	42
	% Delayed +2 Hours	30%	18%	0%	0%	19%	18%	13%	19%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.

## Surface Transportation Board Performance Measures

### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	12/22/01	12/23/01	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Total
Train Delay	Originating Train Starts	100	90	16	0	71	96	89	462
	Delayed Hours - Power	0	0	N/A	N/A	4	0	0	4
	Delayed Hours - Crews	1	7	0	0	13	11	3	35

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	12/22/01	12/23/01	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Average
Crew Availability		77%	73%	68%	70%	70%	73%	72%	72%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	12/22/01	12/23/01	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Total
Crews/Recrews	Train Crew Starts	238	54	202	243	228	257	220	1442
	Recrews	3	1	4	5	10	9	14	46
	% Recrewed	1%	2%	2%	2%	4%	4%	6%	3%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.



## Surface Transportation Board

### Performance Measures

#### CSXT Locomotive Fleet Condition

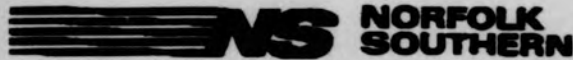
		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	12/22/01	12/23/01	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Average
Locomotives	Gross Fleet Size	3904	3911	3904	3917	3930	3923	3952	3920
	Avg. Number Available	3428	0	0	3498	3464	3461	3472	2475
	OOS Ratio	5.1	4.8	4.0	3.7	4.5	4.6	5.0	4.5

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

#### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	12/22/01	12/23/01	12/24/01	12/25/01	12/26/01	12/27/01	12/28/01	Average
Train Delay	Philadelphia/South Jersey	2	3	1	1	0	0	3	1
	North Jersey	6	2	3	1	0	2	2	2
	Detroit	0	0	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.



Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-9241

George A. Aspatore  
General Solicitor

Writer's Direct Dial Number

(757) 629-2657

(757) 533-4872

E-mail gaaspato@nscorp.com

January 2, 2002

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 December 28, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

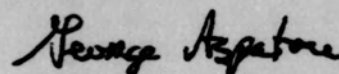
Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews.

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.  
January 2, 2002  
Page 2

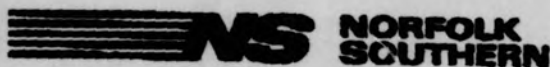
As always, I am including a letter written by Tony L. Ingram, Vice President Transportation – Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,



George A. Aspatore  
General Solicitor

Enclosures



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

T. L. Ingram  
Vice President  
Transportation Operations  
Telephone: 757 629-2606  
FAX: 757 629-2344

January 2, 2002

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:

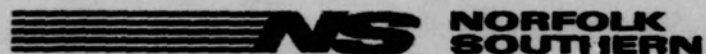
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed decreased, and the average terminal dwell increased due to the holiday shutdown. On the monitored corridors and Chicago gateway operations, 37 trains were held for terminal delays, 15 trains were held for crews, and 17 trains were held for power.

In the Shared Assets Areas, daily average on-hand car volume decreased at Pavonia and Oak Island and increased at North Yard. All volume counts were within expected operating norms. Overall average terminal dwell time increased due to the holiday shutdown. The number of reported road train delays for crews and power decreased from last week. Four trains were delayed 3 hours for lack of crews and 3 trains were delayed 6 hours awaiting power. Nineteen originating trains were delayed a total of 223 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 75% of the delay hours reported in the SAAs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thelma', followed by a horizontal line.

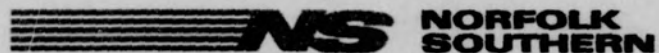




For the week ending 12/28/01

**Shared Asset Area - Yard Performance**

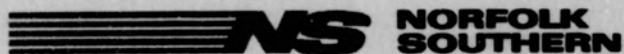
Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	12/24/01	850	162	213	375	44	10.2
	12/25/01	850	154	163	317	0	0.0
	12/26/01	850	153	163	316	65	62.2
	12/27/01	850	157	186	343	201	24.4
	12/28/01	850	281	197	478	104	31.0
<b>North Yard MI Average</b>		<b>850</b>	<b>181</b>	<b>184</b>	<b>366</b>	<b>83</b>	<b>30.5</b>
Oak Island NJ	12/24/01	1200	258	311	569	132	20.5
	12/25/01	1200	232	279	511	0	0.0
	12/26/01	1200	208	258	466	184	76.7
	12/27/01	1200	242	264	506	331	54.3
	12/28/01	1200	318	359	677	496	23.7
<b>Oak Island NJ Average</b>		<b>1200</b>	<b>252</b>	<b>294</b>	<b>546</b>	<b>229</b>	<b>40.8</b>
Pavonia NJ	12/24/01	900	135	187	322	26	45.4
	12/25/01	900	181	262	443	0	0.0
	12/26/01	900	181	262	443	150	83.2
	12/27/01	900	198	342	540	385	37.1
	12/28/01	900	363	345	708	365	29.5
<b>Pavonia Average</b>		<b>900</b>	<b>212</b>	<b>280</b>	<b>491</b>	<b>185</b>	<b>41.8</b>



For the week ending 12/28/02

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	24-Dec	1	100%	0%	0%	0%	0%
	25-Dec	0	0%	0%	0%	0%	0%
	26-Dec	0	0%	0%	0%	0%	0%
	27-Dec	5	100%	0%	0%	0%	0%
	28-Dec	5	80%	20%	0%	0%	0%
<b>Detroit Total</b>		<b>11</b>	<b>91%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
North Jersey Total	24-Dec	1	100%	0%	0%	0%	0%
	25-Dec	0	0%	0%	0%	0%	0%
	26-Dec	3	33%	33%	0%	33%	0%
	27-Dec	6	33%	50%	0%	0%	17%
	28-Dec	6	50%	50%	0%	0%	0%
<b>North Jersey Total</b>		<b>16</b>	<b>44%</b>	<b>44%</b>	<b>0%</b>	<b>6%</b>	<b>6%</b>
South Jersey Total	24-Dec	0	0%	0%	0%	0%	0%
	25-Dec	0	0%	0%	0%	0%	0%
	26-Dec	1	0%	100%	0%	0%	0%
	27-Dec	3	33%	33%	0%	33%	0%
	28-Dec	3	33%	67%	0%	0%	0%
<b>South Jersey Total</b>		<b>7</b>	<b>29%</b>	<b>57%</b>	<b>0%</b>	<b>14%</b>	<b>0%</b>
<b>Grand Total</b>		<b>34</b>	<b>56%</b>	<b>35%</b>	<b>0%</b>	<b>6%</b>	<b>3%</b>

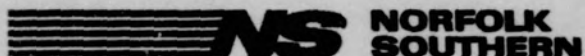


For the week ending 12/28/01

**Shared Asset Area Trains Held**

area	Sat 22-Dec	Sun 23-Dec	Mon 24-Dec	Tue 25-Dec	Wed 26-Dec	Thu 27-Dec	Fri 28-Dec	Grand Total
North Jersey	6	2	3	1	0	2	2	16
South Jersey	2	3	1	1	0	0	3	10
Detroit	0	0	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.



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

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	0	0
other	77	0	0	0	0	77
<b>Total</b>	<b>77</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>77</b>

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

#### NS Northern Region Train Starts and Delays

	Saturday 22-Dec	Sunday 23-Dec	Monday 24-Dec	Tuesday 25-Dec	Wednesday 26-Dec	Thursday 27-Dec	Friday 28-Dec	Grand Total
# of Train Starts	162	0	55	9	117	142	139	624
<b>Delay Cause</b>								
Crew Delays (hrs)	0.8	0.0	2.5	0.0	11.5	1.6	0.8	17.3
Power Delays (hrs)	28.8	10.5	0.0	0.0	0.0	9.9	30.1	79.2

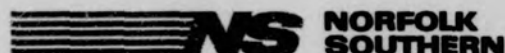
The delay numbers are expressed in hours

#### Locomotive Fleet Statistics

	Sunday 22-Dec	Monday 23-Dec	Tuesday 24-Dec	Wednesday 25-Dec	Thursday 26-Dec	Friday 27-Dec	Saturday 28-Dec	average
<b>Fleet Size</b>	3128	3130	3139	3123	3148	3173	3199	3149
<b>available</b>	2954	2948	2951	2926	2957	2966	2996	2957
<b>out of service %</b>	5.6%	5.3%	6.0%	6.3%	6.1%	6.5%	6.3%	6.1%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.





### NS Crew Starts and Delays

		Sunday 22-Dec	Monday 23-Dec	Tuesday 24-Dec	Wednesday 25-Dec	Thursday 26-Dec	Friday 27-Dec	Saturday 28-Dec	total
Allentown	crew starts	17	14	6	0	14	14	17	82
	crews delayed	6	4	1	0	4	3	4	22
Bellevue	crew starts	45	46	7	0	37	46	32	213
	crews delayed	21	14	1	0	6	11	8	61
Buffalo	crew starts	21	23	5	0	25	18	11	103
	crews delayed	3	2	1	0	6	1	1	14
Chicago	crew starts	35	31	14	0	28	33	34	175
	crews delayed	13	11	6	0	9	15	11	65
Cincinnati	crew starts	32	31	14	0	21	29	31	158
	crews delayed	4	4	3	0	6	0	2	19
Cleveland	crew starts	7	9	2	0	2	7	5	32
	crews delayed	4	2	1	0	1	4	1	13
Conway	crew starts	53	47	13	0	36	39	47	235
	crews delayed	16	13	1	0	5	8	5	48
Detroit	crew starts	15	14	2	0	5	13	11	60
	crews delayed	3	5	1	0	1	2	4	16
Elkhart	crew starts	40	38	16	0	36	34	33	197
	crews delayed	18	18	6	0	11	12	17	82
Harrisburg	crew starts	52	50	12	0	20	46	53	233
	crews delayed	10	13	2	0	7	6	15	53
Toledo	crew starts	52	48	30	0	36	54	47	267
	crews delayed	12	7	5	0	6	21	11	62

**Notes:** Data source is T&E employees' "End of Trip" reporting  
 A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.  
 Includes all trains for location, whether originating or run-through.  
 A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Sunday 22-Dec	Monday 23-Dec	Tuesday 24-Dec	Wednesday 25-Dec	Thursday 26-Dec	Friday 27-Dec	Saturday 28-Dec	average
availability%	71%	69%	64%	64%	63%	69%	69%	67%

**Notes:** A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Sunday 22-Dec	Monday 23-Dec	Tuesday 24-Dec	Wednesday 25-Dec	Thursday 26-Dec	Friday 27-Dec	Saturday 28-Dec	total
crew starts	317	290	112	0	211	276	285	1491
recrews	7	5	3	0	3	14	6	38

**Notes:** A summary of trains ordered by field transportation using relief crew (recrew) train symbol  
 Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

STB

FD-33388

12-13-01

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204071

SURFACE TRANSPORTATION BOARD

# Memorandum

204071



ENTERED  
Office of the Secretary

DEC 13 2001

Part of  
Public Record

DATE: December 13, 2001

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

**FROM** *Mel Clemens* 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 latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

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



500 Water Street (J407)  
Jacksonville, FL 32202  
Phone (904) 366-4134  
Fax (904) 359-1571

T. J. Stephenson  
Assistant Vice President -  
Service Measurements

December 12, 2001

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, December 7<sup>th</sup>. All three key indicators showed improvement from the prior week. Cars on-line decreased, moving from 237,237 to 234,263 cars. Train velocity increased slightly from 22.6 to 22.9 miles-per-hour. Terminal dwell is back to its normal level following the Thanksgiving curtailment, decreasing from 32.1 to 23.6 hours.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### Chicago Gateway Operations

The on-time-to-two-hours-late measure moved favorably six percentage points to 94%, up from last week's 88%. The percent of trains in the more-than-six-hours-late category moved favorably five percentage points to 0%.

#### Yards and Terminals

Eleven of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### Corridor Performance

Each of the six measured corridors showed an improvement, ranging from one percentage point up to 25, compared to the prior week. The best performance in the on-time-to-two-hours-late category occurred on the I-95 corridor with 96%. Overall, the on-time-to-two-hours-late category was 93%, up 13 percentage points from 80% recorded for last week. The greater-than-six-hours-late category was 3%, down eight percentage points from last week's 11%.

OFFICE OF COMPLIANCE  
AND ENFORCEMENT  
DIRECTOR'S OFFICE

Dec 12 2 09 PM '01

RECEIVED  
SURFACE TRANSPORTATION  
BOARD



**Shared Areas**

Daily average on hand cars increased at Pavonia, and decreased at North Yard and Oak Island. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 25.3, down from 27.3 hours for the prior week.

**Additional Measurements**

**Train Delay Metric:** For 736 train starts, weekly train delay totaled 15 hours for Power and 31 hours for Crew. Power delay hours and Crew delay hours both decreased from the previous week.

**Train Crew Delay Metric:** The percent of crews not departing within two hours of the on-duty time averaged 16.3% for the week, improved from last week's 16.9%.

**Daily Crew Availability Percentage:** Crew Availability Percentage was 83%, up from 79% reported last week.

**Daily Number of Recrews Required:** Of 1768 crew starts, 36 (2%) were recrews, down one percentage point from last week.

**Shared Asset Areas Train Delay Metric:** SAA Train Delays averaged two trains per day for North Jersey, one train per day for South Jersey, and none for Detroit.

**Locomotives:** Gross Locomotives = 3924, Average Available = 3493, and Out-of-Service Ratio = 5.1, up from 4.9% recorded for the previous week.

**Cars Offered in Interchange:** averaged 216 cars daily, 3 of which were for the Norfolk Southern. The NS-offered decreased while the total-offered increased from the prior week.

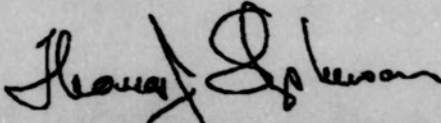
**On-time performance, passenger trains through Brunswick, MD:** 78% for 9 AMTRAK trains (Pittsburgh - Washington) and 97% for 90 MARC trains (West Virginia - Washington).

**Buffalo Customer Service (Hot Line):** the customer service center received no calls this week. Customers have not used this line for the past 32 weeks.

Last week CSXT met the goal for 17 of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, overall train velocity, merchandise train velocity, slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, car dwell, right connection, on-time originations, on-time destination arrivals, 30-hour cars, industrial switching, hours of locomotive delay, and leased locomotive out of service ratio.

The overall performance of the rail network remains at a high level. Recovery from the Thanksgiving curtailment has been very rapid. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

A handwritten signature in black ink, appearing to read "T. J. Stephenson". The signature is fluid and cursive, with the first name "T. J." and last name "Stephenson" clearly distinguishable.

T. J. Stephenson  
Assistant Vice President  
Service Measurements

# **Surface Transportation Board** **Performance Measures**

**For the week ending:**

**12/07/01**

## **Yard Performance**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	252	344	383	372	333
	Cars On Hand - Empty	282	351	488	436	358
	Cars On Hand - Total	534	695	871	808	691
	Cars Handled	262	466	671	662	589
	Dwell Hours	27.9	30.8	26.6	35.1	22.0
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	157	290	266	289	288
	Cars On Hand - Empty	100	323	384	387	325
	Cars On Hand - Total	257	613	650	676	613
	Cars Handled	256	556	519	575	539
	Dwell Hours	42.3	25.7	22.8	21.4	23.8
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	158	214	195	225	196
	Cars On Hand - Empty	153	209	174	176	223
	Cars On Hand - Total	311	423	369	401	419
	Cars Handled	110	304	287	266	286
	Dwell Hours	18.1	14.7	16.0	20.8	20.5

**CSX Comments:** Daily average on hand cars increased at Pavonia, and decreased at North Yard and Oak Island.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 25.3, down from 27.3 hours last week.

# **Surface Transportation Board** **Performance Measures**

## **Train Originations**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01
North Jersey SAA	Number of Originations	4	6	9	7	7
	% Ontime	50%	83%	56%	43%	43%
	% Late 0-2 Hours	25%	17%	44%	29%	57%
	% Late 2-4 Hours	0%	0%	0%	14%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	25%	0%	0%	14%	0%
South Jersey SAA	Number of Originations	1	3	3	3	3
	% Ontime	100%	33%	33%	33%	67%
	% Late 0-2 Hours	0%	33%	67%	67%	0%
	% Late 2-4 Hours	0%	33%	0%	0%	33%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	5	8	8	8	8
	% Ontime	100%	100%	88%	75%	63%
	% Late 0-2 Hours	0%	0%	13%	25%	38%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 26 trains. Crew delays were 10 trains for 38 hours; 1 train was delayed 2 hours for power; originating trains 15 for 42 hours, due to late arrivals.



## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

Measure	Railroad Offered To	Monday 12/03/01	Tuesday 12/04/01	Wednesday 12/05/01	Thursday 12/06/01	Friday 12/07/01	Daily Average
Cars Offered	NS	2	14	0	0	0	3
	All Other	173	251	203	215	224	213
	Total	175	265	203	215	224	216

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 On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

Service	Measure	Monday 12/03/01	Tuesday 12/04/01	Wednesday 12/05/01	Thursday 12/06/01	Friday 12/07/01	Weekly Totals
AMTK	Trains	2	2	2	1	2	9
	% On Time	50%	50%	100%	100%	100%	78%
MARC	Trains	18	18	18	18	18	90
	% On Time	100%	94%	100%	89%	100%	97%

AMTK measured according to contract with CSXT.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

Terminal	Causes of Delay Trains / Hours	Saturday 12/01/01	Sunday 12/02/01	Monday 12/03/01	Tuesday 12/04/01	Wednesday 12/05/01	Thursday 12/06/01	Friday 12/07/01	Weekly Total
Baltimore	Train Crew Starts	22	11	15	14	18	18	16	114
	Crews Delayed +2 Hours	10	2	4	2	2	7	6	33
	% Delayed +2 Hours	45%	18%	27%	14%	11%	39%	38%	29%
Buffalo	Train Crew Starts	46	37	29	45	51	50	48	306
	Crews Delayed +2 Hours	9	2	4	3	2	4	6	30
	% Delayed +2 Hours	20%	5%	14%	7%	4%	8%	13%	10%
Chicago	Train Crew Starts	24	29	28	27	24	25	26	183
	Crews Delayed +2 Hours	3	6	5	1	2	6	7	30
	% Delayed +2 Hours	13%	21%	18%	4%	8%	24%	27%	16%
Cincinnati	Train Crew Starts	35	30	34	34	36	41	41	251
	Crews Delayed +2 Hours	1	2	4	0	2	4	2	15
	% Delayed +2 Hours	3%	7%	12%	0%	6%	10%	5%	6%
Cleveland	Train Crew Starts	22	23	20	22	20	24	23	154
	Crews Delayed +2 Hours	5	10	2	4	4	6	8	39
	% Delayed +2 Hours	23%	43%	10%	18%	20%	25%	35%	25%
Cumberland	Train Crew Starts	34	37	31	33	34	31	33	233
	Crews Delayed +2 Hours	1	2	0	3	0	0	2	8
	% Delayed +2 Hours	3%	5%	0%	9%	0%	0%	6%	3%
Detroit	Train Crew Starts	6	6	7	5	5	6	6	41
	Crews Delayed +2 Hours	2	2	2	1	2	1	2	12
	% Delayed +2 Hours	33%	33%	29%	20%	40%	17%	33%	29%
Philadelphia	Train Crew Starts	14	9	11	11	11	12	12	80
	Crews Delayed +2 Hours	4	1	0	1	0	1	3	10
	% Delayed +2 Hours	29%	11%	0%	9%	0%	8%	25%	13%
Selkirk	Train Crew Starts	46	40	32	40	46	48	50	302
	Crews Delayed +2 Hours	14	17	10	6	14	8	8	77
	% Delayed +2 Hours	30%	43%	31%	15%	30%	19%	16%	25%
Toledo	Train Crew Starts	30	34	37	34	34	33	33	235
	Crews Delayed +2 Hours	4	5	7	4	4	3	8	35
	% Delayed +2 Hours	13%	15%	19%	12%	12%	9%	24%	15%
Willard	Train Crew Starts	43	42	36	41	45	48	44	299
	Crews Delayed +2 Hours	8	8	9	3	4	10	4	46
	% Delayed +2 Hours	19%	19%	25%	7%	9%	21%	9%	15%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.

## Surface Transportation Board Performance Measures

### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	12/01/01	12/02/01	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01	Total
Train Delay	Originating Train Starts	101	101	92	94	114	111	123	736
	Delayed Hours - Power	4	0	0	7	4	0	0	15
	Delayed Hours - Crews	1	7	3	11	0	5	4	31

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	12/01/01	12/02/01	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01	Average
Crew Availability		81%	82%	84%	85%	84%	84%	83%	83%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	12/01/01	12/02/01	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01	Total
Crews/Recrews	Train Crew Starts	262	232	210	251	268	267	278	1768
	Recrews	7	8	2	6	1	4	8	36
	% Recrewed	3%	3%	1%	2%	0%	1%	3%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

## Surface Transportation Board Performance Measures

### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	12/01/01	12/02/01	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01	Average
Locomotives	Gross Fleet Size	3928	3900	3909	3927	3931	3927	3945	3924
	Avg. Number Available	3518	3475	3484	3488	3496	3486	3505	3493
	OOS Ratio	5.0	5.3	5.2	5.1	5.1	5.0	4.8	5.1

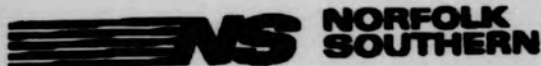
The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	12/01/01	12/02/01	12/03/01	12/04/01	12/05/01	12/06/01	12/07/01	Average
Train Delay	Philadelphia/South Jersey	2	2	2	0	0	1	1	1
	North Jersey	5	2	3	1	0	3	3	2
	Detroit	0	1	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.





Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-9241

George A. Aspatore  
General Solicitor

Writer's Direct Dial Number

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

December 12, 2001

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 December 7, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

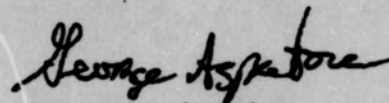
Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews. Also included is the bi-weekly Buffalo update.

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.  
December 12, 2001  
Page 2

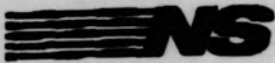
As always, I am including a letter written by Tony L. Ingram, Vice President Transportation - Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,

A handwritten signature in dark ink, appearing to read "George Aspatore". The signature is fluid and cursive, with a large initial "G" and a long, sweeping underline.

George A. Aspatore  
General Solicitor

Enclosures

**NORFOLK  
SOUTHERN**

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

Tony L. Ingram  
Vice President  
Transportation Operations  
Telephone: 757 629-2606  
FAX: 757 629-2344

December 12, 2001

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

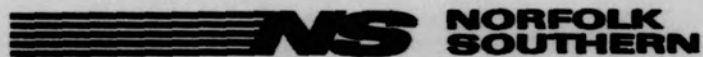
Dear Mr. Clemens:

Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed decreased, and the average terminal dwell decreased. On the monitored corridors and Chicago gateway operations, 47 trains were held for terminal delays, 40 trains were held for crews, and 29 trains were held for power.

With respect to our customer service hotline in Buffalo, NS did not receive any calls over the two-week period.

In the Shared Assets Areas, daily average on-hand car volume decreased at North Yard and Oak Island and increased at Pavonia. All volume counts were within expected operating norms. Overall average terminal dwell time decreased. Reported road train delays for crews and power increased from the prior week. Ten trains were delayed 38 hours for lack of crews and 1 train was delayed 2 hours for power. Fifteen originating trains were delayed a total of 42 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 26% of the delay hours reported in the SAAs.

Sincerely,

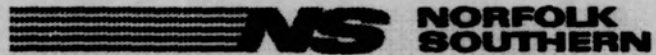


For the week ending 12/7/01

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	#####	850	153	158	311	110	18.1
	#####	850	209	214	423	304	14.7
	#####	850	174	195	369	287	16.0
	#####	850	176	225	401	266	20.8
	#####	850	223	196	419	286	20.5
North Yard MI Average		850	187	198	385	251	17.9
Oak Island NJ	#####	1200	282	252	534	262	27.9
	#####	1200	351	344	695	466	30.8
	#####	1200	488	383	871	671	26.6
	#####	1200	436	372	808	662	35.1
	#####	1200	358	333	691	589	22.0
Oak Island NJ Average		1200	383	337	720	530	28.6
Pavonia NJ	#####	900	282	252	534	256	42.3
	#####	900	351	344	695	556	25.7
	#####	900	488	383	871	519	22.8
	#####	900	436	372	808	576	21.4
	#####	900	358	333	691	539	23.8
Pavonia Average		900	383	337	720	489	25.4

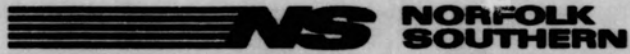




For the week ending 12/7/01

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	3-Dec	5	100%	0%	0%	0%	0%
	4-Dec	8	100%	0%	0%	0%	0%
	5-Dec	8	88%	13%	0%	0%	0%
	6-Dec	8	75%	25%	0%	0%	0%
	7-Dec	8	63%	38%	0%	0%	0%
Detroit Total		37	84%	16%	0%	0%	0%
North Jersey Total	3-Dec	4	50%	25%	0%	0%	25%
	4-Dec	6	83%	17%	0%	0%	0%
	5-Dec	9	56%	44%	0%	0%	0%
	6-Dec	7	43%	29%	14%	0%	14%
	7-Dec	7	43%	57%	0%	0%	0%
North Jersey Total		33	55%	36%	3%	0%	6%
South Jersey Total	3-Dec	1	100%	0%	0%	0%	0%
	4-Dec	3	33%	33%	33%	0%	0%
	5-Dec	3	33%	67%	0%	0%	0%
	6-Dec	3	33%	67%	0%	0%	0%
	7-Dec	3	67%	0%	33%	0%	0%
South Jersey Total		13	46%	38%	15%	0%	0%
Grand Total		83	66%	28%	4%	0%	2%

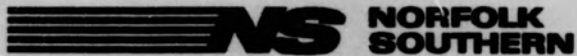


For the week ending 12/7/01

**Shared Asset Area Trains Held**

area	Sat 01-Dec	Sun 02-Dec	Mon 03-Dec	Tue 04-Dec	Wed 05-Dec	Thu 06-Dec	Fri 07-Dec	Grand Total
North Jersey	5	2	3	1	0	3	3	17
South Jersey	2	2	2	0	0	1	1	8
Detroit	0	1	0	0	0	0	0	1

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.



### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	6	0	0	0	0	6
other	0	0	0	36	0	36
<b>Total</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>36</b>	<b>0</b>	<b>42</b>

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

### NS Northern Region Train Starts and Delays

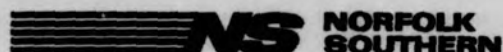
	Saturday 1-Dec	Sunday 2-Dec	Monday 3-Dec	Tuesday 4-Dec	Wednesday 5-Dec	Thursday 6-Dec	Friday 7-Dec	Grand Total
# of Train Starts	176	135	151	174	180	178	178	1172
<b>Delay Cause</b>								
Crew Delays (hrs)	11.6	0.0	0.0	3.5	0.0	6.0	4.5	25.6
Power Delays (hrs)	19.0	0.0	29.3	23.8	70.5	54.8	3.0	200.3

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Saturday 1-Dec	Sunday 2-Dec	Monday 3-Dec	Tuesday 4-Dec	Wednesday 5-Dec	Thursday 6-Dec	Friday 7-Dec	average
<b>Fleet Size</b>	3142	3205	3174	3148	3122	3141	3156	3155
available	2970	3015	2976	2958	2950	2974	2991	2976
out of service %	5.5%	5.9%	6.2%	6.0%	5.5%	5.3%	5.2%	5.7%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Crew Starts and Delays

		Saturday 1-Dec	Sunday 2-Dec	Monday 3-Dec	Tuesday 4-Dec	Wednesday 5-Dec	Thursday 6-Dec	Friday 7-Dec	total
Allentown	crew starts	17	16	16	18	22	17	17	123
	crews delayed	3	1	2	2	7	4	5	24
Bellevue	crew starts	44	48	39	45	47	42	57	322
	crews delayed	6	10	6	10	15	5	15	67
Buffalo	crew starts	22	23	19	21	24	25	24	158
	crews delayed	0	1	0	2	2	7	4	16
Chicago	crew starts	33	37	34	38	35	35	39	251
	crews delayed	15	11	15	12	11	13	16	93
Cincinnati	crew starts	36	35	26	39	29	37	36	238
	crews delayed	11	3	1	5	5	9	7	41
Cleveland	crew starts	5	9	8	6	6	10	8	52
	crews delayed	4	5	3	2	3	3	4	24
Conway	crew starts	60	47	45	53	54	58	58	375
	crews delayed	12	8	7	5	9	14	12	67
Detroit	crew starts	17	17	18	16	17	18	18	121
	crews delayed	3	4	4	3	4	7	5	30
Elkhart	crew starts	41	43	45	39	38	41	41	288
	crews delayed	14	22	17	14	16	18	20	123
Harrisburg	crew starts	50	52	37	53	60	56	52	360
	crews delayed	10	13	9	10	11	11	17	81
Toledo	crew starts	60	50	54	52	55	60	57	388
	crews delayed	8	12	8	8	12	13	8	69

**Notes:**

Data source is T&E employees' "End of Trip" reporting

A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.

Includes all trains for location, whether originating or run-through.

A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 1-Dec	Sunday 2-Dec	Monday 3-Dec	Tuesday 4-Dec	Wednesday 5-Dec	Thursday 6-Dec	Friday 7-Dec	average
availability%	73%	73%	77%	79%	78%	80%	78%	77%

**Notes:**

A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 1-Dec	Sunday 2-Dec	Monday 3-Dec	Tuesday 4-Dec	Wednesday 5-Dec	Thursday 6-Dec	Friday 7-Dec	total
crew starts	346	295	290	312	339	343	334	2259
recrews	4	5	6	3	5	10	5	38

**Notes:**

A summary of trains ordered by field transportation using relief crew (recrew) train symbol

Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service



STB

FD-33388

12-6-01

D

204020

SURFACE TRANSPORTATION BOARD

# Memorandum



204020

DATE: December 6, 2001

**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 latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

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

ENTERED  
Office of the Secretary

DEC 07 2001

Part of  
Public Record



500 Water Street (J407)  
Jacksonville, FL 32202  
Phone (904) 366-4134  
Fax (904) 359-1571

T. J. Stephenson  
Assistant Vice President -  
Service Measurements

December 5, 2001

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, November 30<sup>th</sup>. The numbers reflect a rapid recovery after executing a planned curtailment over Thanksgiving. Cars on-line increased, moving from 232,520 to 237,237 cars. Train velocity was down slightly from 23.0 miles-per-hour recorded last week to 22.6, which is still considered high performance. Terminal dwell, due to the Thanksgiving curtailment, increased to 32.1 hours from last week's 23.3 hours.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### Chicago Gateway Operations

The on-time-to-two-hours-late measure remained the same as last week at 88%. The percent of trains in the more-than-six-hours-late category remained the same as the previous week at 5%.

#### Yards and Terminals

Three of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### Corridor Performance

None of the six measured corridors showed an improvement compared to the prior week. The best performance in the on-time-to-two-hours-late category occurred on the East St Louis to Northeast corridor with 93%. Overall, the on-time-to-two-hours-late category was 80%, down nine percentage points from last week. The greater-than-six-hours-late category was 11%, seven percentage points worse than last week.

**Shared Areas**

Daily average on hand cars increased at North Yard and Oak Island, and decreased at Pavonia. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 27.3 hours, up from 26.4 hours for the prior week.

**Additional Measurements**

**Train Delay Metric:** For 745 train starts, weekly train delay totaled 21 hours for Power and 99 hours for Crew. Power delay hours and Crew delay hours both increased from the previous week.

**Train Crew Delay Metric:** The percent of crews not departing within two hours of the on-duty time averaged 16.9% for the week, worse than last week's 15.5%.

**Daily Crew Availability Percentage:** Crew Availability Percentage was 79%, up from 76% reported last week.

**Daily Number of Recrews Required:** Of 1799 crew starts, 47 (3%) were recrews, up one percentage point from last week.

**Shared Asset Areas Train Delay Metric:** SAA Train Delays averaged three trains per day for North Jersey, one train per day for South Jersey, and none for Detroit.

**Locomotives:** Gross Locomotives = 3945, Average Available = 3528, and Out-of-Service Ratio = 4.9, up from 4.7% recorded for the previous week.

**Cars Offered in Interchange:** averaged 142 cars daily, 22 of which were for the Norfolk Southern. The NS-offered increased while the total-offered decreased from the prior week.

**On-time performance, passenger trains through Brunswick, MD:** 70% for 10 AMTRAK trains (Pittsburgh - Washington) and 100% for 90 MARC trains (West Virginia - Washington).

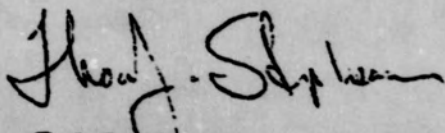
**Buffalo Customer Service (Hot Line):** the customer service center received no calls this week. Customers have not used this line for the past 31 weeks.

Last week CSXT met the goal for 13 of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, overall train velocity, merchandise train velocity, slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, on-time destination arrivals, industrial switching, hours of locomotive delay, and CSXT locomotive out of service ratio.



The overall performance of the rail network remains at a high level. Recovery from the Thanksgiving curtailment has been very rapid. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

A handwritten signature in dark ink, appearing to read "T. J. Stephenson". The signature is fluid and cursive, with the first name "T. J." and last name "Stephenson" clearly distinguishable.

T. J. Stephenson  
Assistant Vice President  
Service Measurements

## Surface Transportation Board

### Performance Measures

For the week ending:

11/30/01

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	373	455	305	449	452
	Cars On Hand - Empty	333	293	435	521	440
	Cars On Hand - Total	706	748	740	970	892
	Cars Handled	507	446	523	667	667
	Dwell Hours	36.3	26.4	24.7	29.0	27.7
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	305	354	246	263	260
	Cars On Hand - Empty	149	285	266	267	293
	Cars On Hand - Total	454	639	512	530	553
	Cars Handled	359	583	536	498	585
	Dwell Hours	47.4	23.8	30.8	27.8	28.0
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	210	253	278	243	250
	Cars On Hand - Empty	176	175	196	230	204
	Cars On Hand - Total	386	428	474	473	454
	Cars Handled	61	247	281	384	242
	Dwell Hours	19.3	17.2	18.6	14.6	20.0

**CSX Comments:** Daily average on hand cars increased at North Yard and Oak Island, and decreased at Pavonia.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 27.3 hours, up from 26.4 hours last week.

## Surface Transportation Board Performance Measures

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01
North Jersey SAA	Number of Originations	6	6	6	8	8
	% Ontime	50%	67%	50%	50%	50%
	% Late 0-2 Hours	33%	17%	38%	13%	13%
	% Late 2-4 Hours	17%	17%	13%	25%	38%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	13%	0%
South Jersey SAA	Number of Originations	1	3	3	3	3
	% Ontime	0%	67%	33%	33%	67%
	% Late 0-2 Hours	0%	33%	33%	67%	0%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	33%
	% Late GT 6 Hours	100%	0%	33%	0%	0%
Detroit SAA	Number of Originations	4	7	8	7	8
	% Ontime	50%	14%	63%	86%	63%
	% Late 0-2 Hours	50%	86%	38%	14%	38%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 36 trains. Crew delays were 7 trains for 24 hours; 4 trains were delayed 10 hours for power; originating trains 25 for 336 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

Measure	Railroad Offered To	Monday 11/26/01	Tuesday 11/27/01	Wednesday 11/28/01	Thursday 11/29/01	Friday 11/30/01	Daily Average
Cars Offered	NS	3	16	4	28	61	22
	All Other	135	198	161	110	105	142
	Total	138	214	165	138	166	164

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 On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

Service	Measure	Monday 11/26/01	Tuesday 11/27/01	Wednesday 11/28/01	Thursday 11/29/01	Friday 11/30/01	Weekly Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	50%	50%	100%	100%	70%
MARC	Trains	18	18	18	18	18	90
	% On Time	100%	100%	100%	100%	100%	100%

AMTK measured according to contract with CSX.



**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

Terminal	Causes of Delay Trains / Hours	Saturday 11/24/01	Sunday 11/25/01	Monday 11/26/01	Tuesday 11/27/01	Wednesday 11/28/01	Thursday 11/29/01	Friday 11/30/01	Weekly Total
Baltimore	Train Crew Starts	17	14	14	18	14	22	15	114
	Crews Delayed +2 Hours	5	6	6	4	2	7	3	33
	% Delayed +2 Hours	29%	43%	43%	22%	14%	32%	20%	29%
Buffalo	Train Crew Starts	41	41	34	45	45	48	46	300
	Crews Delayed +2 Hours	9	3	4	3	4	4	7	34
	% Delayed +2 Hours	22%	7%	12%	7%	9%	8%	15%	11%
Chicago	Train Crew Starts	30	23	24	22	26	27	25	177
	Crews Delayed +2 Hours	7	1	1	6	6	9	4	34
	% Delayed +2 Hours	23%	4%	4%	27%	23%	33%	16%	19%
Cincinnati	Train Crew Starts	39	37	40	35	36	35	34	256
	Crews Delayed +2 Hours	1	4	5	2	7	2	4	25
	% Delayed +2 Hours	3%	11%	13%	6%	19%	6%	12%	10%
Cleveland	Train Crew Starts	27	33	24	23	25	12	22	166
	Crews Delayed +2 Hours	11	7	3	2	4	4	11	42
	% Delayed +2 Hours	41%	21%	13%	9%	16%	33%	50%	25%
Cumberland	Train Crew Starts	36	33	30	33	27	30	33	222
	Crews Delayed +2 Hours	1	5	2	2	1	5	3	19
	% Delayed +2 Hours	3%	15%	7%	6%	4%	17%	9%	9%
Detroit	Train Crew Starts	7	6	6	6	5	6	6	42
	Crews Delayed +2 Hours	0	1	1	1	1	2	1	7
	% Delayed +2 Hours	0%	17%	17%	17%	20%	33%	17%	17%
Philadelphia	Train Crew Starts	8	14	10	13	12	10	12	79
	Crews Delayed +2 Hours	0	1	1	0	0	1	2	5
	% Delayed +2 Hours	0%	7%	10%	0%	0%	10%	17%	6%
Selkirk	Train Crew Starts	43	40	35	40	48	47	50	303
	Crews Delayed +2 Hours	8	11	6	8	11	6	12	62
	% Delayed +2 Hours	19%	28%	17%	20%	23%	13%	24%	20%
Toledo	Train Crew Starts	43	33	30	28	37	29	31	231
	Crews Delayed +2 Hours	5	5	7	4	3	3	3	30
	% Delayed +2 Hours	12%	15%	23%	14%	8%	10%	10%	13%
Willard	Train Crew Starts	40	42	34	38	46	40	46	286
	Crews Delayed +2 Hours	6	10	2	6	7	14	14	59
	% Delayed +2 Hours	15%	24%	6%	16%	15%	35%	30%	21%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts

## Surface Transportation Board Performance Measures

### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	11/24/01	11/25/01	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01	Total
Train Delay	Originating Train Starts	108	99	102	102	108	101	125	745
	Delayed Hours - Power	5	3	0	0	2	7	4	21
	Delayed Hours - Crews	25	47	15	2	3	2	5	99

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	11/24/01	11/25/01	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01	Average
Crew Availability		74%	76%	80%	81%	82%	81%	82%	79%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	11/24/01	11/25/01	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01	Total
Crews/Recrews	Train Crew Starts	258	240	224	259	267	265	286	1799
	Recrews	6	10	4	4	5	11	7	47
	% Recrewed	2%	4%	2%	2%	2%	4%	2%	3%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

## Surface Transportation Board Performance Measures

### CSXT Locomotive Fleet Condition

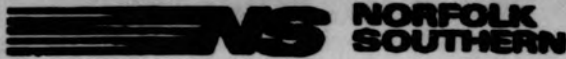
		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	11/24/01	11/25/01	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01	Average
Locomotives	Gross Fleet Size	3981	3951	3931	3938	3934	3941	3936	3945
	Avg. Number Available	3579	3538	3538	3518	3510	3483	3531	3528
	OOS Ratio	3.9	4.4	5.0	5.0	5.2	5.5	5.3	4.9

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	11/24/01	11/25/01	11/26/01	11/27/01	11/28/01	11/29/01	11/30/01	Average
Train Delay	Philadelphia/South Jersey	0	0	2	1	1	2	4	1
	North Jersey	0	4	3	7	2	1	6	3
	Detroit	0	0	1	0	2	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.



Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-9241

George A. Aspatore  
General Solicitor

Writer's Direct Dial Number

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

December 5, 2001

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 November 30, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews.

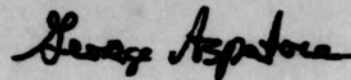
Additionally, this transmittal includes confidential reports containing performance statistics for NS's Chicago Gateway Interchange Operations, Corridor Train Performance and Yard Performance. In an effort to provide you with more detailed information regarding delays, I have included two schedules supporting 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.  
December 5, 2001  
Page 2

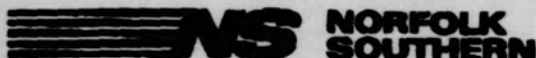
As always, I am including a letter written by Tony L. Ingram, Vice President Transportation – Operations, which discusses delays in our rail operations. If you have any questions or need additional information, please call me.

Sincerely,



George A. Aspatore  
General Solicitor

Enclosures



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

Tony L. Ingram  
Vice President  
Transportation Operations  
Telephone: 757 629-2606  
FAX: 757 629-2344

December 5, 2001

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

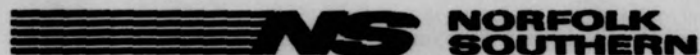
Dear Mr. Clemens:

Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed increased, and the average terminal dwell decreased. On the monitored corridors and Chicago gateway operations, 38 trains were held for terminal delays, 33 trains were held for crews, and 19 trains were held for power.

In the Shared Assets Areas, daily average on-hand car volume decreased at Pavonia and increased at North Yard and Oak Island. All volume counts were within expected operating norms. Overall average terminal dwell time increased. The number of reported road train delays for crews and power increased from last week. Seven trains were delayed 24 hours for lack of crews and 4 trains were delayed 10 hours awaiting power. Twenty-five originating trains were delayed a total of 336 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 75% of the delay hours reported in the SAAs.

Sincerely,

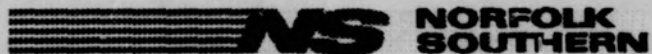
A handwritten signature in dark ink, appearing to read 'The Ingram', followed by a horizontal line.



For the week ending 11/30/01

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	#####	850	176	210	386	61	19.3
	#####	850	175	253	428	247	17.2
	#####	850	196	278	474	281	18.6
	#####	850	230	243	473	384	14.6
	#####	850	204	250	454	242	20.0
North Yard MI Average		850	196	247	443	243	17.4
Oak Island NJ	#####	1200	333	373	706	507	36.3
	#####	1200	293	455	748	446	26.4
	#####	1200	435	305	740	523	24.7
	#####	1200	521	449	970	667	29.0
	#####	1200	440	452	892	667	27.7
Oak Island NJ Average		1200	404	407	811	562	28.8
Pavonia NJ	#####	900	149	305	454	359	47.4
	#####	900	285	354	639	583	23.8
	#####	900	266	246	512	536	30.8
	#####	900	267	263	530	498	27.8
	#####	900	293	260	553	585	28.0
Pavonia Average		900	252	286	538	512	30.3

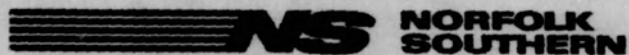


For the week ending 11/30/01

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	26-Nov	4	50%	50%	0%	0%	0%
	27-Nov	7	14%	86%	0%	0%	0%
	28-Nov	8	63%	38%	0%	0%	0%
	29-Nov	7	86%	14%	0%	0%	0%
	30-Nov	8	63%	38%	0%	0%	0%
Detroit Total		34	56%	44%	0%	0%	0%
North Jersey Total	26-Nov	6	50%	33%	17%	0%	0%
	27-Nov	6	67%	17%	17%	0%	0%
	28-Nov	8	50%	38%	13%	0%	0%
	29-Nov	8	50%	13%	25%	0%	13%
	30-Nov	8	50%	13%	38%	0%	0%
North Jersey Total		36	53%	22%	22%	0%	3%
South Jersey Total	26-Nov	1	0%	0%	0%	0%	100%
	27-Nov	3	67%	33%	0%	0%	0%
	28-Nov	3	33%	33%	0%	0%	33%
	29-Nov	3	33%	67%	0%	0%	0%
	30-Nov	3	67%	0%	0%	33%	0%
South Jersey Total		13	46%	31%	0%	8%	15%
Grand Total		83	53%	33%	10%	1%	4%



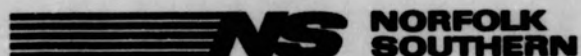


For the week ending 11/30/01

**Shared Asset Area Trains Held**

area	Sat 24-Nov	Sun 25-Nov	Mon 26-Nov	Tue 27-Nov	Wed 28-Nov	Thu 29-Nov	Fri 30-Nov	Grand Total
North Jersey	0	4	3	7	2	1	6	23
South Jersey	0	0	2	1	1	2	4	10
Detroit	0	0	1	0	2	0	0	3

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.



### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	0	0
other	0	0	0	0	63	63
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>63</b>	<b>63</b>

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

### NS Northern Region Train Starts and Delays

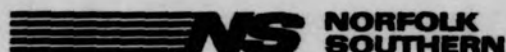
	Saturday 24-Nov	Sunday 25-Nov	Monday 26-Nov	Tuesday 27-Nov	Wednesday 28-Nov	Thursday 29-Nov	Friday 30-Nov	Grand Total
# of Train Starts	144	118	142	174	174	173	172	1097
<b>Delay Cause</b>								
Crew Delays (hrs)	2.8	12.4	3.5	1.0	2.4	1.8	6.4	30.4
Power Delays (hrs)	0.0	8.0	2.5	71.2	9.0	38.5	20.8	150.0

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Saturday 24-Nov	Sunday 25-Nov	Monday 26-Nov	Tuesday 27-Nov	Wednesday 28-Nov	Thursday 29-Nov	Friday 30-Nov	average
<b>Fleet Size</b>	3220	3225	3219	3234	3216	3213	3169	3214
<b>available</b>	3012	3020	3012	3039	3014	3003	2976	3011
<b>out of service %</b>	6.5%	6.4%	6.4%	6.0%	6.3%	6.5%	6.1%	6.3%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Crew Starts and Delays

		Saturday 24-Nov	Sunday 25-Nov	Monday 26-Nov	Tuesday 27-Nov	Wednesday 28-Nov	Thursday 29-Nov	Friday 30-Nov	total
Allentown	crew starts	14	13	17	15	16	17	16	108
	crews delayed	3	1	4	3	2	1	4	18
Bellevue	crew starts	39	37	28	41	48	43	50	286
	crews delayed	6	4	4	6	7	7	11	45
Buffalo	crew starts	18	21	21	25	24	25	25	159
	crews delayed	1	3	0	2	2	1	2	11
Chicago	crew starts	30	33	32	32	36	41	36	240
	crews delayed	13	9	13	11	16	16	12	90
Cincinnati	crew starts	39	32	27	33	34	36	36	237
	crews delayed	6	4	0	3	6	4	7	30
Cleveland	crew starts	5	4	8	4	8	5	12	46
	crews delayed	3	0	2	0	6	1	3	15
Conway	crew starts	43	39	38	50	59	52	57	338
	crews delayed	4	5	6	4	8	7	10	44
Detroit	crew starts	14	11	15	17	18	20	21	116
	crews delayed	1	3	2	6	7	6	9	34
Elkhart	crew starts	31	35	37	38	37	39	46	263
	crews delayed	10	11	14	9	18	18	19	99
Harrisburg	crew starts	44	38	27	51	57	57	53	327
	crews delayed	6	6	5	8	9	15	6	55
Toledo	crew starts	48	45	43	51	58	55	62	362
	crews delayed	3	6	5	12	5	11	14	56

**Notes:**

Data source is T&E employees' "End of Trip" reporting

A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.

Includes all trains for location, whether originating or run-through.

A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 24-Nov	Sunday 25-Nov	Monday 26-Nov	Tuesday 27-Nov	Wednesday 28-Nov	Thursday 29-Nov	Friday 30-Nov	average
availability%	71%	70%	71%	73%	75%	76%	73%	73%

**Notes:**

A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 24-Nov	Sunday 25-Nov	Monday 26-Nov	Tuesday 27-Nov	Wednesday 28-Nov	Thursday 29-Nov	Friday 30-Nov	total
crew starts	308	283	271	346	385	374	397	2364
recrews	4	5	2	5	9	13	7	45

**Notes:**

A summary of trains ordered by field transportation using relief crew (recrew) train symbol

Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

STB

FD-33388

12-20-01

D

204160



SURFACE TRANSPORTATION BOARD

# Memorandum

204160




ENTERED  
Office of the Secretary

DEC 21 2001

Part of  
Public Record

DATE: December 20, 2001

**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 latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact Ed Nelson at 565-1574.

Attachments

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



500 Water Street (J407)  
Jacksonville, FL 32202  
Phone (904) 366-4134  
Fax (904) 359-1571

T. J. Stephenson  
Assistant Vice President -  
Service Measurements

December 18, 2001

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, December 14th. All three key indicators improved from the prior week, with cars on line and train velocity setting new records of performance. Cars on-line decreased from 234,263 to 232,202 cars. Train velocity increased from 22.9 to 23.2 miles-per-hour. Terminal dwell improved from 23.6 to 23.4 hours.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### **Chicago Gateway Operations**

The on-time-to-two-hours-late measure moved favorably two percentage points to 96%. For the second week in a row, there were no trains greater than six hours late.

#### **Yards and Terminals**

Ten of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### **Corridor Performance**

Two of the six measured corridors showed an improvement last week. The best performance in the on-time-to-two-hours-late category occurred on the I-95 corridor with 100%. Overall, the on-time-to-two-hours-late category was 92%, down one percentage point from the prior week. The greater-than-six-hours-late category was 2%, down one percentage point from the prior week.

### Shared Areas

Daily average on hand cars increased at Pavonia and North Yard, and decreased at Oak Island. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 26.2, up from 25.3 hours for the prior week.

### Additional Measurements

**Train Delay Metric:** For 742 train starts, weekly train delay totaled 13 hours for Power and 47 hours for Crew. Power delay hours decreased, and Crew delay hours increased from the previous week.

**Train Crew Delay Metric:** The percent of crews not departing within two hours of the on-duty time averaged 14.9% for the week, improved from last week's 16.3%.

**Daily Crew Availability Percentage:** Crew Availability Percentage was 83%, the same as the prior week.

**Daily Number of Recrews Required:** Of 1787 crew starts, 28 (2%) were recrews, the same percentage as the previous week.

**Shared Asset Areas Train Delay Metric:** SAA Train Delays averaged three trains per day for North Jersey, and one train per day for South Jersey and Detroit.

**Locomotives:** Gross Locomotives = 3909, Average Available = 3449, and Out-of-Service Ratio = 4.6, down from 5.1% recorded for the previous week.

**Cars Offered in Interchange:** averaged 132 cars daily, 14 of which were for the Norfolk Southern. The NS-offered increased while the total-offered decreased from the prior week.

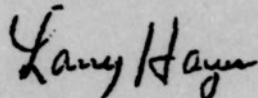
**On-time performance, passenger trains through Brunswick, MD:** 89% for 9 AMTRAK trains (Pittsburgh - Washington) and 97% for 100 MARC trains (West Virginia - Washington).

**Buffalo Customer Service (Hot Line):** the customer service center received no calls this week. Customers have not used this line for the past 33 weeks.

Last week CSXT met the goal for all 18 of the key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, train velocity (overall and merchandise), slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, cars dwell, right connection, on-time originations and arrivals, 30-hour cars, industrial switching, hours of locomotive delay, and locomotive out of service ratio (CSXT and leased). New weekly records were set for cars on line, overall train velocity, slow order miles, crews on duty greater than 12 hours, and on-time destination arrivals.

The overall performance of the rail network remains at a high level. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

A handwritten signature in cursive script, appearing to read "L. L. Hayes".

L. L. Hayes  
Director Management and Regulatory Reporting  
CSXT Service Measurements



# **Surface Transportation Board** **Performance Measures**

**For the week ending: 12/14/01**

## **Yard Performance**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	204	270	296	423	319
	Cars On Hand - Empty	204	318	406	467	347
	Cars On Hand - Total	408	588	702	890	666
	Cars Handled	250	460	598	709	555
	Dwell Hours	21.3	23.9	23.1	27.0	27.6
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	339	288	260	240	299
	Cars On Hand - Empty	203	338	339	389	315
	Cars On Hand - Total	542	626	599	629	614
	Cars Handled	250	452	490	604	610
	Dwell Hours	52.9	28.5	32.9	20.2	21.0
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	150	254	230	196	229
	Cars On Hand - Empty	183	167	238	211	140
	Cars On Hand - Total	333	421	468	407	369
	Cars Handled	115	322	279	259	242
	Dwell Hours	47.6	18.0	23.3	23.6	24.5

**CSX Comments:** Daily average on hand cars increased at Pavonia and North Yard and decreased at Oak Island.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 26.2, up from 25.3 hours last week.

# **Surface Transportation Board** **Performance Measures**

## **Train Originations**

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01
North Jersey SAA	Number of Originations	7	5	9	8	7
	% Ontime	86%	40%	44%	50%	43%
	% Late 0-2 Hours	14%	60%	33%	13%	29%
	% Late 2-4 Hours	0%	0%	11%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	25%	0%
	% Late GT 6 Hours	0%	0%	11%	0%	0%
South Jersey SAA	Number of Originations	0	3	3	3	3
	% Ontime	0%	33%	33%	33%	67%
	% Late 0-2 Hours	0%	67%	67%	67%	33%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	6	8	8	8	8
	% Ontime	83%	88%	88%	75%	75%
	% Late 0-2 Hours	17%	13%	13%	25%	13%
	% Late 2-4 Hours	0%	0%	0%	0%	13%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 38 trains. Crew delays were 8 trains for 42 hours; 2 trains were delayed 12 hours for power; originating trains 28 for 136 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Average
Cars Offered	NS	0	13	0	34	22	14
	All Other	13	109	75	179	215	118
	Total	13	122	75	213	237	132

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 On Time Passenger Train Performance

##### "Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Totals
AMTK	Trains	2	2	2	1	2	9
	% On Time	50%	100%	100%	100%	100%	89%
MARC	Trains	20	20	20	20	20	100
	% On Time	100%	95%	100%	100%	90%	97%

AMTK measured according to contract with CSXT.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	12/08/01	12/09/01	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Total
Baltimore	Train Crew Starts	17	17	18	17	16	16	16	117
	Crews Delayed +2 Hours	6	6	8	4	6	5	5	40
	% Delayed +2 Hours	35%	35%	44%	24%	38%	31%	31%	34%
Buffalo	Train Crew Starts	50	50	38	48	48	48	48	330
	Crews Delayed +2 Hours	3	3	4	6	1	3	3	23
	% Delayed +2 Hours	6%	6%	11%	13%	2%	6%	6%	7%
Chicago	Train Crew Starts	31	31	22	26	29	27	32	198
	Crews Delayed +2 Hours	8	8	4	2	4	7	8	41
	% Delayed +2 Hours	26%	26%	18%	8%	14%	26%	25%	21%
Cincinnati	Train Crew Starts	40	40	29	32	38	37	31	247
	Crews Delayed +2 Hours	5	5	1	0	4	1	2	18
	% Delayed +2 Hours	13%	13%	3%	0%	11%	3%	6%	7%
Cleveland	Train Crew Starts	21	21	25	21	22	26	21	157
	Crews Delayed +2 Hours	5	5	5	3	2	6	7	33
	% Delayed +2 Hours	24%	24%	20%	14%	9%	23%	33%	21%
Cumberland	Train Crew Starts	33	33	32	34	31	33	35	231
	Crews Delayed +2 Hours	2	2	0	1	6	3	1	15
	% Delayed +2 Hours	6%	6%	0%	3%	19%	9%	3%	6%
Detroit	Train Crew Starts	4	40	6	6	6	6	7	75
	Crews Delayed +2 Hours	0	0	3	2	2	2	2	11
	% Delayed +2 Hours	0%	0%	50%	33%	33%	33%	29%	15%
Philadelphia	Train Crew Starts	9	9	12	11	11	14	10	76
	Crews Delayed +2 Hours	0	0	1	0	2	0	0	3
	% Delayed +2 Hours	0%	0%	8%	0%	18%	0%	0%	4%
Selkirk	Train Crew Starts	46	46	34	46	51	50	50	323
	Crews Delayed +2 Hours	8	8	11	8	13	9	9	66
	% Delayed +2 Hours	17%	17%	32%	17%	25%	18%	18%	20%
Toledo	Train Crew Starts	33	33	29	31	31	31	34	222
	Crews Delayed +2 Hours	5	5	4	7	4	2	6	33
	% Delayed +2 Hours	15%	15%	14%	23%	13%	6%	18%	15%
Willard	Train Crew Starts	45	45	41	45	49	44	47	316
	Crews Delayed +2 Hours	6	6	8	10	4	9	6	49
	% Delayed +2 Hours	13%	13%	20%	22%	8%	20%	13%	16%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.



## Surface Transportation Board Performance Measures

### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	12/08/01	12/09/01	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Total
Train Delay	Originating Train Starts	95	103	90	109	111	122	112	742
	Delayed Hours - Power	0	0	1	5	1	6	0	13
	Delayed Hours - Crews	0	24	4	3	13	3	0	47

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	12/08/01	12/09/01	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Average
Crew Availability		83%	82%	82%	84%	84%	83%	83%	83%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	12/08/01	12/09/01	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Total
Crews/Recrews	Train Crew Starts	262	231	217	263	270	283	261	1787
	Recrews	4	3	2	3	2	10	4	28
	% Recrewed	2%	1%	1%	1%	1%	4%	2%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Locomotive Fleet Condition**

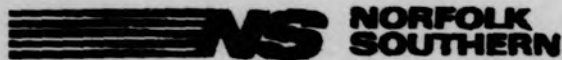
		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	12/08/01	12/09/01	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Average
Locomotives	Gross Fleet Size	3913	3906	3904	3911	3911	3902	3918	3909
	Avg. Number Available	3475	3461	3441	3450	3451	3425	3441	3449
	OOS Ratio	4.6	4.4	4.5	4.7	4.7	4.8	4.7	4.6

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

**Shared Asset Areas Train Delay**

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	12/08/01	12/09/01	12/10/01	12/11/01	12/12/01	12/13/01	12/14/01	Average
Train Delay	Philadelphia/South Jersey	1	2	2	0	2	3	0	1
	North Jersey	6	2	3	4	2	2	5	3
	Detroit	1	0	2	0	1	0	0	1

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.



Norfolk Southern Corporation  
Law Department  
Three Commercial Place  
Norfolk, Virginia 23510-9241

George A. Aspatore  
General Solicitor

Writer's Direct Dial Number

(757) 629-2657

(757) 533-4872

E-mail gaaspato@nscorp.com

December 19, 2001

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 December 14, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews.

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.  
December 19, 2001  
Page 2

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

Sincerely,

*George A. Aspatore/sps*  
George A. Aspatore  
General Solicitor

Enclosures





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

Tony L. Ingram  
Vice President  
Transportation Operations  
Telephone: 757 629-2606  
FAX: 757 629-2344

December 19, 2001

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:

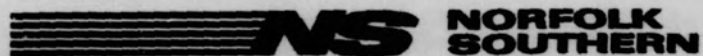
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed remained constant, and the average terminal dwell increased. On the monitored corridors and Chicago gateway operations, 41 trains were held for terminal delays, 23 trains were held for crews, and 16 trains were held for power.

In the Shared Assets Areas, daily average on-hand car volume decreased at Oak Island and increased at North Yard and Pavonia. All volume counts were within expected operating norms. Overall average terminal dwell time increased. The number of reported road train delays for crews and power increased from last week. Eight trains were delayed 42 hours for lack of crews and 2 trains were delayed 12 hours awaiting power. Twenty-eight originating trains were delayed a total of 136 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 57% of the delay hours reported in the SAAs.

Norfolk Southern's efforts to improve its data measurement system through a conversion to a data warehouse system have resulted in more accurate data underlying the Norfolk Southern Yard Performance table and Norfolk Southern Public Reporting Measures table. You will note that the cars handled figures are slightly higher than in the past, but this is largely a systematic change resulting from the conversion to the new data measurement system. The conversion will not result in a similar systematic shift in the terminal dwell time.

Sincerely,

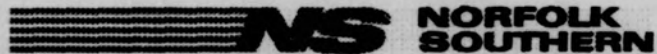
A handwritten signature in dark ink, appearing to read 'Tony L. Ingram', followed by a horizontal line.



For the week ending 12/14/01

Shared Asset Area - Yard Performance

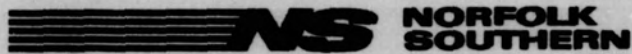
Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	#####	850	183	150	333	115	47.6
	#####	850	167	254	421	322	18.0
	#####	850	238	230	468	279	23.3
	#####	850	211	196	407	259	23.6
	#####	850	140	229	369	242	24.5
North Yard MI Average		850	188	212	400	243	24.5
Oak Island NJ	#####	1200	204	204	408	250	21.3
	#####	1200	318	270	588	460	23.9
	#####	1200	406	296	702	598	23.1
	#####	1200	467	423	890	709	27.0
	#####	1200	347	319	666	555	27.6
Oak Island NJ Average		1200	348	302	651	514	25.1
Pavonia NJ	#####	900	203	339	542	250	52.9
	#####	900	338	288	626	452	28.5
	#####	900	339	260	599	490	32.9
	#####	900	389	240	629	604	20.2
	#####	900	315	299	614	610	21.0
Pavonia Average		900	317	285	602	481	27.9



For the week ending 12/14/01

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	12/10/2001	6	83%	17%	0%	0%	0%
	12/11/2001	8	88%	13%	0%	0%	0%
	12/12/2001	8	88%	13%	0%	0%	0%
	12/13/2001	8	75%	25%	0%	0%	0%
	12/14/2001	8	75%	13%	13%	0%	0%
Detroit Total		38	82%	16%	3%	0%	0%
North Jersey Total	12/10/2001	7	86%	14%	0%	0%	0%
	12/11/2001	5	40%	60%	0%	0%	0%
	12/12/2001	9	44%	33%	11%	0%	11%
	12/13/2001	8	50%	13%	0%	25%	13%
	12/14/2001	7	43%	29%	29%	0%	0%
North Jersey Total		36	53%	28%	8%	6%	6%
South Jersey Total	12/10/2001	0	0%	0%	0%	0%	0%
	12/11/2001	3	33%	67%	0%	0%	0%
	12/12/2001	3	33%	67%	0%	0%	0%
	12/13/2001	3	33%	67%	0%	0%	0%
	12/14/2001	3	67%	33%	0%	0%	0%
South Jersey Total		12	42%	58%	0%	0%	0%
Grand Total		86	64%	27%	5%	2%	2%



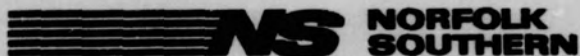
For the week ending 12/14/01

**Shared Asset Area Trains Held**

area	Sat 08-Dec	Sun 09-Dec	Mon 10-Dec	Tue 11-Dec	Wed 12-Dec	Thu 13-Dec	Fri 14-Dec	Grand Total
North Jersey	6	2	3	4	2	2	5	24
South Jersey	1	2	2		2	3		10
Detroit	1		2		1			4

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.





### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	0	0
other	12	5	0	0	1	18
<b>Total</b>	<b>12</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>18</b>

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

### NS Northern Region Train Starts and Delays

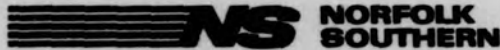
	Saturday 8-Dec	Sunday 9-Dec	Monday 10-Dec	Tuesday 11-Dec	Wednesday 12-Dec	Thursday 13-Dec	Friday 14-Dec	Grand Total
# of Train Starts	165	138	154	166	168	176	175	1142
Delay Cause								
Crew Delays (hrs)	7.5	6.9	6.6	1.3	3.4	1.6	4.8	32.1
Power Delays (hrs)	14.0	3.0	44.0	19.8	92.5	77.5	29.3	280.0

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Saturday 8-Dec	Sunday 9-Dec	Monday 10-Dec	Tuesday 11-Dec	Wednesday 12-Dec	Thursday 13-Dec	Friday 14-Dec	average
Fleet Size	3125	3160	3118	3097	3149	3143	3121	3130
available	2969	2992	2938	2927	2954	2966	2936	2955
out of service %	5.0%	5.3%	5.8%	5.5%	6.2%	5.6%	5.9%	5.6%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Crew Starts and Delays

		Saturday 8-Dec	Sunday 9-Dec	Monday 10-Dec	Tuesday 11-Dec	Wednesday 12-Dec	Thursday 13-Dec	Friday 14-Dec	total
Allentown	crew starts	13	14	16	17	17	17	18	112
	crews delayed	4	4	3	4	5	6	5	31
Bellevue	crew starts	42	48	44	50	52	51	48	335
	crews delayed	12	16	12	10	12	12	8	82
Buffalo	crew starts	24	23	22	26	24	27	20	166
	crews delayed	5	4	1	4	4	7	2	27
Chicago	crew starts	34	37	30	37	34	40	38	250
	crews delayed	12	10	12	13	11	19	11	88
Cincinnati	crew starts	33	32	28	29	37	34	34	227
	crews delayed	3	6	6	4	7	3	6	35
Cleveland	crew starts	8	9	6	9	9	11	8	60
	crews delayed	2	2	4	4	4	3	3	22
Conway	crew starts	56	52	37	52	57	58	56	368
	crews delayed	13	7	7	5	8	10	10	60
Detroit	crew starts	13	12	19	16	17	18	19	114
	crews delayed	5	6	3	5	7	4	8	38
Elkhart	crew starts	35	42	37	37	37	35	41	264
	crews delayed	12	14	24	13	15	10	12	100
Harrisburg	crew starts	49	46	41	47	53	48	57	341
	crews delayed	11	15	12	5	8	7	15	73
Toledo	crew starts	53	56	54	52	61	64	58	398
	crews delayed	10	6	5	9	15	6	11	62

**Notes:** Data source is T&E employees' "End of Trip" reporting  
 A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.  
 Includes all trains for location, whether originating or run-through.  
 A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 8-Dec	Sunday 9-Dec	Monday 10-Dec	Tuesday 11-Dec	Wednesday 12-Dec	Thursday 13-Dec	Friday 14-Dec	average
availability%	76%	75%	77%	78%	80%	79%	76%	77%

**Notes:** A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 8-Dec	Sunday 9-Dec	Monday 10-Dec	Tuesday 11-Dec	Wednesday 12-Dec	Thursday 13-Dec	Friday 14-Dec	total
crew starts	346	295	290	312	339	343	334	2259
recrews	5	6	6	8	7	8	11	51

**Notes:** A summary of trains ordered by field transportation using relief crew (recrew) train symbol  
 Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

STB

FD-33388

11-29-01

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203969





SURFACE TRANSPORTATION BOARD

# Memorandum



DATE: November 29, 2001

D

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

**FROM** *Kilgus* 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 latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

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

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Office of the Secretary

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**T. J. Stephenson**  
Assistant Vice President -  
Service Measurements

November 28, 2001

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, November 23<sup>rd</sup>. This was Thanksgiving week and some numbers reflect CSXT's programmed curtailment of train activities. Overall performance, however, suffered very little, and recovery has been rapid. Cars on-line decreased slightly, moving from 232,623 to 232,520 cars. Train velocity was 23.0 miles-per-hour, beating last week's record high performance of 22.6. Terminal dwell remained the same as last week at 23.3 hours.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### **Chicago Gateway Operations**

The on-time-to-two-hours-late measure moved unfavorably six percentage points to 88%. The percent of trains in the more-than-six-hours-late category moved unfavorably three percentage points to 5%.

#### **Yards and Terminals**

Six of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### **Corridor Performance**

Four of the six measured corridors showed an improvement compared to the prior week. The best performance in the on-time-to-two-hours-late category occurred on the East St Louis to Northeast corridor with 95%. Overall, the on-time-to-two-hours-late category was 89%, improving two percentage points from last week. The greater-than-six-hours-late category was 4%, the same as last week.

### **Shared Areas**

Daily average on hand cars increased at Pavonia, North Yard, and Oak Island. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 26.4 hours, down from 26.6 hours the prior week.

### **Additional Measurements**

Train Delay Metric: For 562 train starts, weekly train delay totaled 2 hours for Power and 22 hours for Crew. Power delay hours and Crew delay hours both decreased from the previous week.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 15.5% for the week, improved from 16.4% reported last week.

Daily Crew Availability Percentage: Crew Availability Percentage was 76%, down from 83% reported last week.

Daily Number of Recrews Required: Of 1470 crew starts, 23 (2%) were recrews, the same percentage as the previous week.

Shared Asset Areas Train Delay Metric: SAA Train Delays averaged two trains per day for North Jersey, and one train per day for South Jersey and Detroit.

Locomotives: Gross Locomotives = 3965, Average Available = 3544, and Out-of-Service Ratio = 4.7, down from 5.5% recorded for the previous week.

Cars Offered in Interchange: averaged 211 cars daily, 16 of which were for the Norfolk Southern. The NS-offered and the total-offered both decreased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 100% for 10 AMTRAK trains (Pittsburgh -- Washington) and 98% for 70 MARC trains (West Virginia -- Washington).

Buffalo Customer Service (Hot Line): the customer service center received no calls this week. Customers have not used this line for the past 30 weeks.

Last week CSXT met the goal for 16 of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, overall train velocity, merchandise train velocity, slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, car dwell, right connection, on-time originations, on-time destination arrivals, industrial switching, hours of locomotive delay, and CSXT locomotive out of service ratio.

Several measures set new records of performance last week. These included cars on line, overall train velocity, merchandise train velocity, slow order miles, crews on duty greater than 12 hours, and on-time destination arrivals.

The overall performance of the rail network remains at a high level. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

T. J. Stephenson  
Assistant Vice President  
Service Measurements



## Surface Transportation Board

### Performance Measures

For the week ending:

11/23/01

#### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	326	344	329	400	303
	Cars On Hand - Empty	389	402	535	497	396
	Cars On Hand - Total	715	746	864	897	699
	Cars Handled	459	444	534	326	5
	Dwell Hours	31.0	29.0	26.4	27.3	45.0
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	322	169	264	287	345
	Cars On Hand - Empty	184	337	269	400	346
	Cars On Hand - Total	506	506	533	687	691
	Cars Handled	413	447	537	325	0
	Dwell Hours	48.2	22.7	24.6	14.2	0.0
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	172	274	250	266	156
	Cars On Hand - Empty	233	214	180	222	203
	Cars On Hand - Total	405	488	430	488	359
	Cars Handled	202	369	247	126	0
	Dwell Hours	21.3	19.5	22.3	16.5	0.0

**CSX Comments:** Daily average on hand cars increased at Pavonia, North Yard, and Oak Island.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 26.4 hours, down from 26.6 hours last week.

# Surface Transportation Board

## Performance Measures

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01
North Jersey SAA	Number of Originations	6	6	7	6	2
	% Ontime	100%	67%	57%	100%	50%
	% Late 0-2 Hours	0%	33%	29%	0%	50%
	% Late 2-4 Hours	0%	0%	14%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
South Jersey SAA	Number of Originations	1	3	3	2	0
	% Ontime	0%	67%	67%	50%	0%
	% Late 0-2 Hours	100%	0%	33%	50%	0%
	% Late 2-4 Hours	0%	33%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	4	7	8	3	1
	% Ontime	100%	57%	63%	0%	100%
	% Late 0-2 Hours	0%	29%	13%	33%	0%
	% Late 2-4 Hours	0%	14%	13%	67%	0%
	% Late 4-6 Hours	0%	0%	13%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 30 trains. Crew delays were 7 trains for 13 hours; 3 trains were delayed 9 hours for power; originating trains 20 for 62 hours, due to late arrivals.

# Surface Transportation Board

## Performance Measures

### CSXT Train Crew Delay

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	11/17/01	11/18/01	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01	Total
Baltimore	Train Crew Starts	16	16	17	18	7	1	1	76
	Crews Delayed +2 Hours	5	6	3	3	2	1	0	20
	% Delayed +2 Hours	31%	38%	18%	17%	29%	100%	0%	26%
Buffalo	Train Crew Starts	49	39	36	49	45	24	8	250
	Crews Delayed +2 Hours	8	3	2	3	2	1	0	19
	% Delayed +2 Hours	16%	8%	6%	6%	4%	4%	0%	8%
Chicago	Train Crew Starts	27	28	28	25	22	16	12	158
	Crews Delayed +2 Hours	8	3	6	4	3	3	3	30
	% Delayed +2 Hours	30%	11%	21%	16%	14%	19%	25%	19%
Cincinnati	Train Crew Starts	39	32	37	35	27	2	2	174
	Crews Delayed +2 Hours	4	4	4	0	0	0	0	12
	% Delayed +2 Hours	10%	13%	11%	0%	0%	0%	0%	7%
Cleveland	Train Crew Starts	30	23	27	25	23	6	3	137
	Crews Delayed +2 Hours	10	5	4	7	5	0	0	31
	% Delayed +2 Hours	33%	22%	15%	28%	22%	0%	0%	23%
Cumberland	Train Crew Starts	35	30	29	34	28	4	1	161
	Crews Delayed +2 Hours	6	1	1	4	2	0	0	14
	% Delayed +2 Hours	17%	3%	3%	12%	7%	0%	0%	9%
Detroit	Train Crew Starts	4	3	5	4	3	0	0	19
	Crews Delayed +2 Hours	1	0	1	0	1	0	0	3
	% Delayed +2 Hours	25%	0%	20%	0%	33%	0%	0%	16%
Philadelphia	Train Crew Starts	11	10	14	12	9	5	2	63
	Crews Delayed +2 Hours	0	0	2	1	1	0	0	4
	% Delayed +2 Hours	0%	0%	14%	8%	11%	0%	0%	6%
Selkirk	Train Crew Starts	46	38	33	39	42	21	9	228
	Crews Delayed +2 Hours	11	11	6	6	13	0	2	49
	% Delayed +2 Hours	24%	29%	18%	15%	31%	0%	22%	21%
Toledo	Train Crew Starts	28	34	27	23	29	2	0	143
	Crews Delayed +2 Hours	5	3	4	0	1	0	0	13
	% Delayed +2 Hours	18%	9%	15%	0%	3%	0%	0%	9%
Willard	Train Crew Starts	40	36	37	41	38	25	5	222
	Crews Delayed +2 Hours	5	11	5	10	9	1	0	41
	% Delayed +2 Hours	13%	31%	14%	24%	24%	4%	0%	18%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

Measure	Railroad Offered To	Monday 11/19/01	Tuesday 11/20/01	Wednesday 11/21/01	Thursday 11/22/01	Friday 11/23/01	Daily Average
Cars Offered	NS	6	1	18	31	24	16
	All Other	106	156	236	188	291	195
	Total	112	157	254	219	315	211

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 On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

Service	Measure	Monday 11/19/01	Tuesday 11/20/01	Wednesday 11/21/01	Thursday 11/22/01	Friday 11/23/01	Weekly Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	100%	100%	100%	100%	100%
MARC	Trains	18	18	18	0	9	63
	% On Time	100%	100%	94%	0%	100%	98%

AMTK measured according to contract with CSXT.



## Surface Transportation Board

### Performance Measures

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	11/17/01	11/18/01	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01	Total
Train Delay	Originating Train Starts	110	98	94	102	93	46	19	562
	Delayed Hours - Power	2	0	0	0	0	0	0	2
	Delayed Hours - Crews	0	3	4	4	6	4	1	22

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

#### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	11/17/01	11/18/01	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01	Average
Crew Availability		82%	80%	76%	77%	75%	73%	72%	76%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

#### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	11/17/01	11/18/01	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01	Total
Crews/Recrews	Train Crew Starts	263	217	234	254	258	141	103	1470
	Recrews	6	3	1	3	4	6	0	23
	% Recrewed	2%	1%	0%	1%	2%	4%	0%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Locomotive Fleet Condition**

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	11/17/01	11/18/01	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01	Average
Locomotives	Gross Fleet Size	3936	3940	3956	3979	3978	4003	3964	3965
	Avg. Number Available	3509	3500	3509	3541	3561	3575	3616	3544
	OOS Ratio	5.1	5.2	5.5	5.1	4.7	4.0	3.6	4.7

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

**Shared Asset Areas Train Delay**

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	11/17/01	11/18/01	11/19/01	11/20/01	11/21/01	11/22/01	11/23/01	Average
Train Delay	Philadelphia/South Jersey	1	1	2	1	2	1	1	1
	North Jersey	6	3	2	1	1	1	2	2
	Detroit	1	1	1	1	0	0	1	1

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.

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

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

November 28, 2001

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 November 23, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews. Also included is the bi-weekly Buffalo update.

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.  
November 28, 2001  
Page 2

As always, I am including a letter written by Tony L. Ingram, Vice President Transportation – 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



November 23, 2001

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:

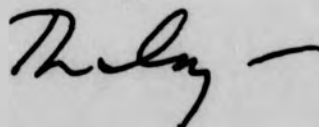
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed increased, and the average terminal dwell increased. On the monitored corridors and Chicago gateway operations, 36 trains were held for terminal delays, 33 trains were held for crews, and 19 trains were held for power.

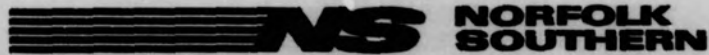
With respect to our customer service hotline in Buffalo, NS did not receive any calls over the two-week period.

In the Shared Assets Areas, daily average on-hand car volume increased at North Yard, Oak Island and Pavonia. All volume counts were within expected operating norms. Overall average terminal dwell time decreased. Reported road train delays for crews and power decreased from the prior week. Seven trains were delayed 13 hours for lack of crews and 3 trains were delayed 9 hours for power. Twenty originating trains were delayed a total of 62 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 39% of the delay hours reported in the SAAs.

The NS Cars Offered in Interchange but not Accepted, NS Northern Region Train Starts and Delays and Locomotive Fleet Statistic tables for week ending November 16, 2001 are appended to this week's reports. Due to technical difficulties, the data normally supplied in these tables was unavailable last week.

Sincerely,

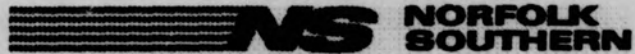




For the week ending 11/23/01

Shared Asset Area - Yard Performance

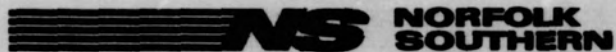
Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	11/19/2001	850	233	172	405	202	21.3
	11/20/2001	850	214	274	488	369	19.5
	11/21/2001	850	180	250	430	247	22.3
	11/22/2001	850	222	266	488	126	16.5
	11/23/2001	850	203	156	359	0	0.0
North Yard MI Average		850	210	224	434	189	20.2
Oak Island NJ	11/19/2001	1200	389	326	715	459	31.0
	11/20/2001	1200	402	344	746	444	29.0
	11/21/2001	1200	535	329	864	534	26.4
	11/22/2001	1200	497	400	897	326	27.3
	11/23/2001	1200	396	303	699	5	45.0
Oak Island NJ Average		1200	444	340	784	354	28.5
Pavonia NJ	11/19/2001	900	184	322	506	413	48.2
	11/20/2001	900	337	169	506	447	22.7
	11/21/2001	900	269	264	533	537	24.6
	11/22/2001	900	400	287	687	325	14.2
	11/23/2001	900	346	345	691	0	0.0
Pavonia Average		900	307	277	585	344	27.8



For the week ending 11/23/01

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	19-Nov	4	100%	0%	0%	0%	0%
	20-Nov	7	57%	29%	14%	0%	0%
	21-Nov	8	63%	13%	13%	13%	0%
	22-Nov	3	0%	33%	67%	0%	0%
	23-Nov	1	100%	0%	0%	0%	0%
Detroit Total		23	61%	17%	17%	4%	0%
North Jersey Total	19-Nov	6	100%	0%	0%	0%	0%
	20-Nov	6	67%	33%	0%	0%	0%
	21-Nov	7	57%	29%	14%	0%	0%
	22-Nov	3	100%	0%	0%	0%	0%
	23-Nov	2	50%	50%	0%	0%	0%
North Jersey Total		24	75%	21%	4%	0%	0%
South Jersey Total	19-Nov	1	0%	100%	0%	0%	0%
	20-Nov	3	67%	0%	33%	0%	0%
	21-Nov	3	67%	33%	0%	0%	0%
	22-Nov	2	50%	50%	0%	0%	0%
	23-Nov	0	0%	0%	0%	0%	0%
South Jersey Total		9	56%	33%	11%	0%	0%
Grand Total		56	66%	21%	11%	2%	0%



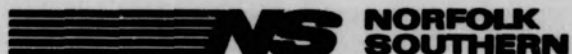
For the week ending 11/23/01

**Shared Asset Area Trains Held**

area	Sat 17-Nov	Sun 18-Nov	Mon 19-Nov	Tue 20-Nov	Wed 21-Nov	Thu 22-Nov	Fri 23-Nov	Grand Total
North Jersey	6	3	2	1	1	1	2	16
South Jersey	1	1	2	1	2	1	1	9
Detroit	1	1	1	1	0	0	1	5

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.





### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	0	0
other	0	0	0	0	0	0
Total	0	0	0	0	0	0

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

### NS Northern Region Train Starts and Delays

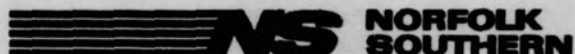
	Saturday 10-Nov	Sunday 11-Nov	Monday 12-Nov	Tuesday 13-Nov	Wednesday 14-Nov	Thursday 15-Nov	Friday 16-Nov	total
# of Train Starts	185	149	161	177	187	190	185	1234
Delay Cause								
Crew Delays (hrs)	4.9	3.2	6.3	10.7	7.3	0.5	9.2	42.1
Power Delays (hrs)	89.8	25.5	29.0	10.8	24.5	63.8	138.8	382.0

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Saturday 10-Nov	Sunday 11-Nov	Monday 12-Nov	Tuesday 13-Nov	Wednesday 14-Nov	Thursday 15-Nov	Friday 16-Nov	average
Fleet Size	3281	3280	3297	3286	3276	3281	3265	3281
available	3093	3068	3085	3084	3073	3086	3064	3079
out of service %	5.7%	6.5%	6.4%	6.1%	6.2%	5.9%	6.2%	6.2%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	0	0
other	0	0	0	0	125	125
Total	0	0	0	0	125	125

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

### NS Northern Region Train Starts and Delays

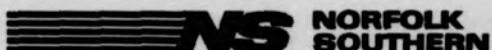
	Saturday 17-Nov	Sunday 18-Nov	Monday 19-Nov	Tuesday 20-Nov	Wednesday 21-Nov	Thursday 22-Nov	Friday 23-Nov	Grand Total
# of Train Starts	175	147	160	176	169	132	134	1093
Delay Cause								
Crew Delays (hrs)	7.5	0.8	0.0	0.7	8.2	13.2	11.0	41.3
Power Delays (hrs)	26.5	72.0	47.0	36.0	10.5	0.0	0.0	192.0

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Saturday 17-Nov	Sunday 18-Nov	Monday 19-Nov	Tuesday 20-Nov	Wednesday 21-Nov	Thursday 22-Nov	Friday 23-Nov	average
Fleet Size	3260	3273	3259	3269	3255	3250	3246	3259
available	3081	3097	3074	3064	3077	3078	3046	3074
out of service %	5.5%	5.4%	5.7%	6.3%	5.5%	5.3%	6.2%	5.7%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Crew Starts and Delays

		Saturday 17-Nov	Sunday 18-Nov	Monday 19-Nov	Tuesday 20-Nov	Wednesday 21-Nov	Thursday 22-Nov	Friday 23-Nov	total
Allentown	crew starts	14	13	16	16	16	10	12	97
	crews delayed	1	3	0	1	2	2	3	12
Bellevue	crew starts	44	46	42	40	39	25	32	268
	crews delayed	16	12	7	8	7	3	10	63
Buffalo	crew starts	29	22	21	21	26	12	15	146
	crews delayed	6	2	4	1	3	3	2	21
Chicago	crew starts	36	34	37	37	35	33	31	243
	crews delayed	17	15	14	20	13	10	11	100
Cincinnati	crew starts	39	35	35	34	34	21	26	224
	crews delayed	3	5	8	4	3	4	3	30
Cleveland	crew starts	9	7	10	5	9	5	5	50
	crews delayed	4	4	3	3	3	2	2	21
Conway	crew starts	60	43	40	56	54	38	36	327
	crews delayed	15	6	16	12	5	7	6	67
Detroit	crew starts	19	13	13	23	17	9	17	111
	crews delayed	5	4	5	6	5	3	5	33
Elkhart	crew starts	46	37	45	44	39	37	41	289
	crews delayed	19	14	20	15	17	12	13	110
Harrisburg	crew starts	59	45	38	54	53	41	39	329
	crews delayed	19	8	3	8	10	9	6	63
Toledo	crew starts	61	61	49	52	53	54	39	369
	crews delayed	10	6	11	7	13	13	3	63

**Notes:** Data source is T&E employees' "End of Trip" reporting  
A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.  
Includes all trains for location, whether originating or run-through.  
A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 17-Nov	Sunday 18-Nov	Monday 19-Nov	Tuesday 20-Nov	Wednesday 21-Nov	Thursday 22-Nov	Friday 23-Nov	average
availability%	76%	73%	73%	75%	74%	70%	70%	73%

**Notes:** A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 17-Nov	Sunday 18-Nov	Monday 19-Nov	Tuesday 20-Nov	Wednesday 21-Nov	Thursday 22-Nov	Friday 23-Nov	total
crew starts	358	296	286	335	333	261	250	2119
recrews	9	6	10	11	10	3	4	53

**Notes:** A summary of trains ordered by field transportation using relief crew (recrew) train symbol  
Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

STB

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SURFACE TRANSPORTATION BOARD

# Memorandum

ENTERED  
Office of the Secretary

NOV 26 2001

Part of  
Public Record



DATE: November 26, 2001

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

**FROM** *KCF* 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 latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

**Attachments**

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



500 Water Street (J407)  
Jacksonville, FL 32202  
Phone (904) 366-4134  
Fax (904) 359-1571

**T. J. Stephenson**  
Assistant Vice President -  
Service Measurements

November 20, 2001

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, November 16<sup>th</sup>. Cars on-line decreased over 800 cars from 233,485 to 232,623 cars. Train velocity was 22.6 miles-per-hour, the same as last week's record high performance. Terminal dwell improved from 23.7 to 23.3 hours.

We would offer the following observations and interpretations regarding the data CSXT provides the STB, Conrail Transaction Council, and the AAR:

#### **Chicago Gateway Operations**

The on-time-to-two-hours-late measure moved favorably four percentage points to 94%. The percent of trains in the more-than-six-hours-late category moved unfavorably two percentage points to 2%.

#### **Yards and Terminals**

Seven of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### **Corridor Performance**

Two of the six measured corridors showed an improvement compared to the prior week. The best performance in the on-time-to-two-hours-late category occurred on the I-95 corridor with 100% for the second straight week. Overall, the on-time-to-two-hours-late category was 87%, down two percentage points from last week. The greater-than-six-hours-late category was 4%, the same percentage as last week.

### **Shared Areas**

Daily average on hand cars increased at Pavonia and North Yard, and decreased at Oak Island. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time was 26.6 hours, up from 26.1 hours the prior week.

### **Additional Measurements**

Train Delay Metric: For 744 train starts, weekly train delay totaled 22 hours for Power and 63 hours for Crew. Power delay hours decreased while Crew delay hours increased from the previous week.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 16.4% for the week, improved from 17.8% reported last week.

Daily Crew Availability Percentage: Crew Availability Percentage was 83%, down from 84% reported last week.

Daily Number of Recrews Required: Of 1866 crew starts, 34 (2%) were recrews, same percentage as the previous week.

Shared Asset Areas Train Delay Metric: SAA Train Delays averaged four trains per day for North Jersey, two trains per day for South Jersey, and none for Detroit.

Locomotives: Gross Locomotives = 3949, Average Available = 3547, and Out-of-Service Ratio = 5.5, up from 5.3% recorded for the previous week.

Cars Offered in Interchange: averaged 312 cars daily, 127 of which were for the Norfolk Southern. The NS-offered and the total-offered both decreased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 70% for 10 AMTRAK trains (Pittsburgh – Washington) and 99% for 70 MARC trains (West Virginia – Washington).

Buffalo Customer Service (Hot Line): the customer service center received no calls this week. Customers have not used this line for the past 29 weeks.

Last week CSXT met the goal for 17 of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, overall train velocity, merchandise train velocity, slow order miles, crews on duty greater than 12 hours, relief crews, crew delay hours, car dwell, right connection, on-time originations, on-time destination arrivals, 30-hour cars, industrial switching, hours of locomotive delay, and leased locomotive out of service ratio.



Several measures set new records of performance last week. These included cars on line, slow order miles, car dwell, right connections, on-time originations, 30-hour cars, industrial switching, and hours of locomotive delay.

The overall performance of the rail network remains at a high level. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

T. J. Stephenson  
Assistant Vice President  
Service Measurements

## Surface Transportation Board

### Performance Measures

For the week ending:

11/16/01

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	227	389	298	395	363
	Cars On Hand - Empty	218	267	399	438	489
	Cars On Hand - Total	445	656	697	833	852
	Cars Handled	325	416	488	611	495
	Dwell Hours	27.7	27.5	22.2	25.3	26.6
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	336	340	304	174	179
	Cars On Hand - Empty	171	203	411	347	318
	Cars On Hand - Total	507	543	715	521	497
	Cars Handled	415	574	495	430	367
	Dwell Hours	41.8	23.6	27.3	24.1	25.0
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	111	263	203	192	189
	Cars On Hand - Empty	81	105	158	249	180
	Cars On Hand - Total	192	368	361	441	369
	Cars Handled	104	233	272	294	259
	Dwell Hours	17.8	24.9	23.6	26.2	30.7

**CSX Comments:** Daily average on hand cars increased at Pavonia and North Yard, and decreased at Oak Island.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 26.6 hours, up from 26.1 hours last week.

## Surface Transportation Board

### Performance Measures

#### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01
North Jersey SAA	Number of Originations	3	6	8	7	8
	% Ontime	67%	67%	50%	43%	25%
	% Late 0-2 Hours	33%	33%	50%	29%	63%
	% Late 2-4 Hours	0%	0%	0%	14%	0%
	% Late 4-6 Hours	0%	0%	0%	14%	13%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
South Jersey SAA	Number of Originations	1	3	2	3	3
	% Ontime	0%	33%	100%	33%	100%
	% Late 0-2 Hours	100%	67%	0%	67%	0%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	5	7	8	8	8
	% Ontime	100%	71%	50%	75%	63%
	% Late 0-2 Hours	0%	29%	38%	13%	25%
	% Late 2-4 Hours	0%	0%	13%	13%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	13%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 38 trains. Crew delays were 4 trains for 13 hours; 10 trains were delayed 34 hours for power; originating trains 24 for 113 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Average
Cars Offered	NS	215	238	29	138	13	127
	All Other	319	272	117	154	64	185
	Total	534	510	146	292	77	312

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 On Time Passenger Train Performance

##### "Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	50%	50%	100%	100%	70%
MARC	Trains	10	15	15	15	15	70
	% On Time	90%	100%	100%	100%	100%	99%

AMTK measured according to contract with CSX1.



**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	11/10/01	11/11/01	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Total
Baltimore	Train Crew Starts	15	14	14	18	16	16	14	107
	Crews Delayed +2 Hours	5	2	6	4	4	5	6	32
	% Delayed +2 Hours	33%	14%	43%	22%	25%	31%	43%	30%
Buffalo	Train Crew Starts	46	41	44	50	47	48	49	325
	Crews Delayed +2 Hours	2	2	5	8	4	1	7	29
	% Delayed +2 Hours	4%	5%	11%	16%	9%	2%	17%	9%
Chicago	Train Crew Starts	26	27	21	27	28	24	29	182
	Crews Delayed +2 Hours	7	4	3	5	7	5	8	39
	% Delayed +2 Hours	27%	15%	14%	19%	25%	21%	28%	21%
Cincinnati	Train Crew Starts	49	39	36	35	37	38	34	268
	Crews Delayed +2 Hours	4	4	1	0	2	2	0	13
	% Delayed +2 Hours	8%	10%	3%	0%	5%	5%	0%	5%
Cleveland	Train Crew Starts	34	29	27	20	22	30	22	184
	Crews Delayed +2 Hours	9	6	5	2	6	3	8	39
	% Delayed +2 Hours	26%	21%	19%	10%	27%	10%	36%	21%
Cumberland	Train Crew Starts	27	29	23	26	35	29	36	205
	Crews Delayed +2 Hours	3	6	0	1	4	2	1	17
	% Delayed +2 Hours	11%	21%	0%	4%	11%	7%	3%	8%
Detroit	Train Crew Starts	6	5	5	6	6	7	4	39
	Crews Delayed +2 Hours	2	0	1	5	3	1	1	13
	% Delayed +2 Hours	33%	0%	20%	17%	50%	14%	25%	33%
Philadelphia	Train Crew Starts	12	16	13	14	15	16	14	100
	Crews Delayed +2 Hours	1	0	0	2	0	1	1	5
	% Delayed +2 Hours	8%	0%	0%	14%	0%	6%	7%	5%
Selkirk	Train Crew Starts	54	46	36	43	50	46	46	321
	Crews Delayed +2 Hours	9	12	7	7	10	19	13	77
	% Delayed +2 Hours	17%	36%	19%	16%	20%	41%	28%	24%
Toledo	Train Crew Starts	32	34	35	30	35	27	32	225
	Crews Delayed +2 Hours	6	3	6	2	6	8	6	37
	% Delayed +2 Hours	19%	9%	17%	7%	17%	30%	19%	16%
Willard	Train Crew Starts	39	41	35	40	38	40	47	280
	Crews Delayed +2 Hours	7	1	7	7	5	8	12	47
	% Delayed +2 Hours	18%	2%	20%	18%	13%	20%	26%	17%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.

## Surface Transportation Board

### Performance Measures

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	11/10/01	11/11/01	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Total
Train Delay	Originating Train Starts	105	105	103	98	111	109	113	744
	Delayed Hours - Power	6	0	1	9	1	3	2	22
	Delayed Hours - Crews	21	11	2	9	1	1	18	63

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

#### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	11/10/01	11/11/01	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Average
Crew Availability		83%	81%	82%	84%	85%	84%	83%	83%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

#### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	11/10/01	11/11/01	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Total
Crews/Recrews	Train Crew Starts	281	247	249	263	268	282	276	1866
	Recrews	3	6	6	4	3	5	7	34
	% Recrewed	1%	2%	2%	2%	1%	2%	3%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

## Surface Transportation Board

### Performance Measures

#### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	11/10/01	11/11/01	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Average
Locomotives	Gross Fleet Size	3938	3931	3957	3958	3959	3966	3932	3949
	Avg. Number Available	3556	3540	3560	3528	3541	3568	3537	3547
	OOS Ratio	5.2	5.4	5.8	5.6	6.0	5.5	5.1	5.5

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

#### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	11/10/01	11/11/01	11/12/01	11/13/01	11/14/01	11/15/01	11/16/01	Average
Train Delay	Philadelphia/South Jersey	1	2	1	1	2	2	2	2
	North Jersey	6	2	7	3	2	2	4	4
	Detroit	1	0	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.

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

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

November 21, 2001

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 November 16, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews.

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.  
November 21, 2001  
Page 2

As always, I am including a letter written by Tony L. Ingram, Vice President Transportation – 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

November 21, 2001

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

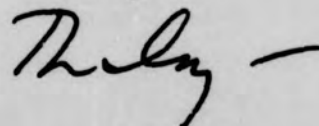
Dear Mr. Clemens:

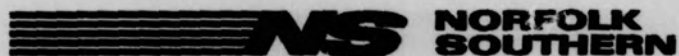
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line increased, the average train speed decreased, and the average terminal dwell increased. On the monitored corridors and Chicago gateway operations, 42 trains were held for terminal delays, 29 trains were held for crews, and 40 trains were held for power.

In the Shared Assets Areas, daily average on-hand car volume decreased at Oak Island and increased at Pavonia and North Yard. All volume counts were within expected operating norms. Overall average terminal dwell time increased. The number of reported road train delays for crews and power increased from last week. Four trains were delayed 13 hours for lack of crews and 10 trains were delayed 34 hours awaiting power. Twenty-four originating trains were delayed a total of 113 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 56% of the delay hours reported in the SAAs.

Due to technical difficulties, the data normally supplied in the NS Cars Offered in Interchange but not Accepted, NS Northern Region Train Starts and Delays and Locomotive Fleet Statistic tables is unavailable at this time. These tables will be appended to next week's reports.

Sincerely,

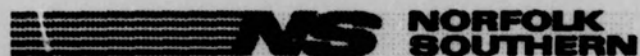
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For the week ending 11/23/01

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	#####	850	81	111	192	104	17.8
	#####	850	105	263	368	233	24.9
	#####	850	158	203	361	272	23.6
	#####	850	249	192	441	294	26.2
	#####	850	180	189	369	259	30.7
North Yard MI Average		850	155	192	346	232	25.6
Oak Island NJ	#####	1200	218	227	445	325	27.7
	#####	1200	267	389	656	416	27.5
	#####	1200	399	298	697	488	22.2
	#####	1200	438	395	833	611	25.3
	#####	1200	489	363	852	495	26.6
Oak Island NJ Average		1200	362	334	697	467	25.7
Pavonia NJ	#####	900	171	336	507	415	41.8
	#####	900	203	340	543	574	23.6
	#####	900	411	304	715	495	27.3
	#####	900	347	174	521	430	24.1
	#####	900	318	179	497	367	25.0
Pavonia Average		900	290	267	557	456	28.0

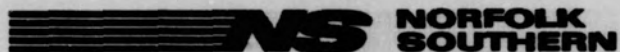


For the week ending 11/16/01

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	12-Nov	5	100%	0%	0%	0%	0%
	13-Nov	7	71%	29%	0%	0%	0%
	14-Nov	8	50%	38%	13%	0%	0%
	15-Nov	8	75%	13%	13%	0%	0%
	16-Nov	8	63%	25%	0%	13%	0%
Detroit Total		36	69%	22%	6%	3%	0%
North Jersey Total	12-Nov	3	67%	33%	0%	0%	0%
	13-Nov	6	67%	33%	0%	0%	0%
	14-Nov	8	50%	50%	0%	0%	0%
	15-Nov	7	43%	29%	14%	14%	0%
	16-Nov	8	25%	63%	0%	13%	0%
North Jersey Total		32	47%	44%	3%	6%	0%
South Jersey Total	12-Nov	1	0%	100%	0%	0%	0%
	13-Nov	3	33%	67%	0%	0%	0%
	14-Nov	2	100%	0%	0%	0%	0%
	15-Nov	3	33%	67%	0%	0%	0%
	16-Nov	3	100%	0%	0%	0%	0%
South Jersey Total		12	58%	42%	0%	0%	0%
Grand Total		80	59%	34%	4%	4%	0%



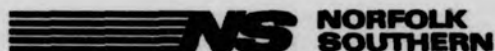


For the week ending 11/23/01

Shared Asset Area Trains Held

area	Sat 17-Nov	Sun 18-Nov	Mon 19-Nov	Tue 20-Nov	Wed 21-Nov	Thu 22-Nov	Fri 23-Nov	Grand Total
North Jersey	6	2	7	3	2	2	4	26
South Jersey	1	2	1	1	2	2	2	11
Detroit	1	0	0	0	0	0	0	1

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.



### NS Crew Starts and Delays

		Saturday 10-Nov	Sunday 11-Nov	Monday 12-Nov	Tuesday 13-Nov	Wednesday 14-Nov	Thursday 15-Nov	Friday 16-Nov	total
Allentown	crew starts	13	17	18	16	21	18	19	122
	crews delayed	2	2	2	4	4	3	3	20
Bellevue	crew starts	45	43	44	42	49	49	42	314
	crews delayed	13	10	8	9	9	12	13	73
Buffalo	crew starts	23	23	25	26	21	27	24	169
	crews delayed	7	3	3	6	3	6	5	33
Chicago	crew starts	38	36	33	39	41	40	37	267
	crews delayed	17	11	9	17	15	14	15	98
Cincinnati	crew starts	35	37	37	33	41	37	37	257
	crews delayed	10	9	10	4	7	6	9	55
Cleveland	crew starts	9	10	6	11	10	6	8	60
	crews delayed	5	3	2	4	2	1	2	19
Conway	crew starts	57	53	47	52	55	54	54	372
	crews delayed	12	18	9	11	13	10	13	86
Detroit	crew starts	15	13	19	22	23	20	23	135
	crews delayed	6	2	7	6	7	6	8	42
Elkhart	crew starts	45	40	43	46	44	44	41	303
	crews delayed	15	11	19	17	15	18	16	111
Harrisburg	crew starts	42	53	39	46	61	54	56	351
	crews delayed	4	13	11	7	19	14	12	80
Toledo	crew starts	58	51	49	53	58	60	56	385
	crews delayed	10	8	21	18	11	19	12	99

**Notes:** Data source is T&E employees' "End of Trip" reporting  
 A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.  
 Includes all trains for location, whether originating or run-through.  
 A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 10-Nov	Sunday 11-Nov	Monday 12-Nov	Tuesday 13-Nov	Wednesday 14-Nov	Thursday 15-Nov	Friday 16-Nov	average
availability%	76%	76%	78%	80%	79%	78%	77%	78%

**Notes:** A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 10-Nov	Sunday 11-Nov	Monday 12-Nov	Tuesday 13-Nov	Wednesday 14-Nov	Thursday 15-Nov	Friday 16-Nov	total
crew starts	342	321	287	335	353	348	342	2328
recrews	10	16	14	15	11	12	10	88

**Notes:** A summary of trains ordered by field transportation using relief crew (recrew) train symbol  
 Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

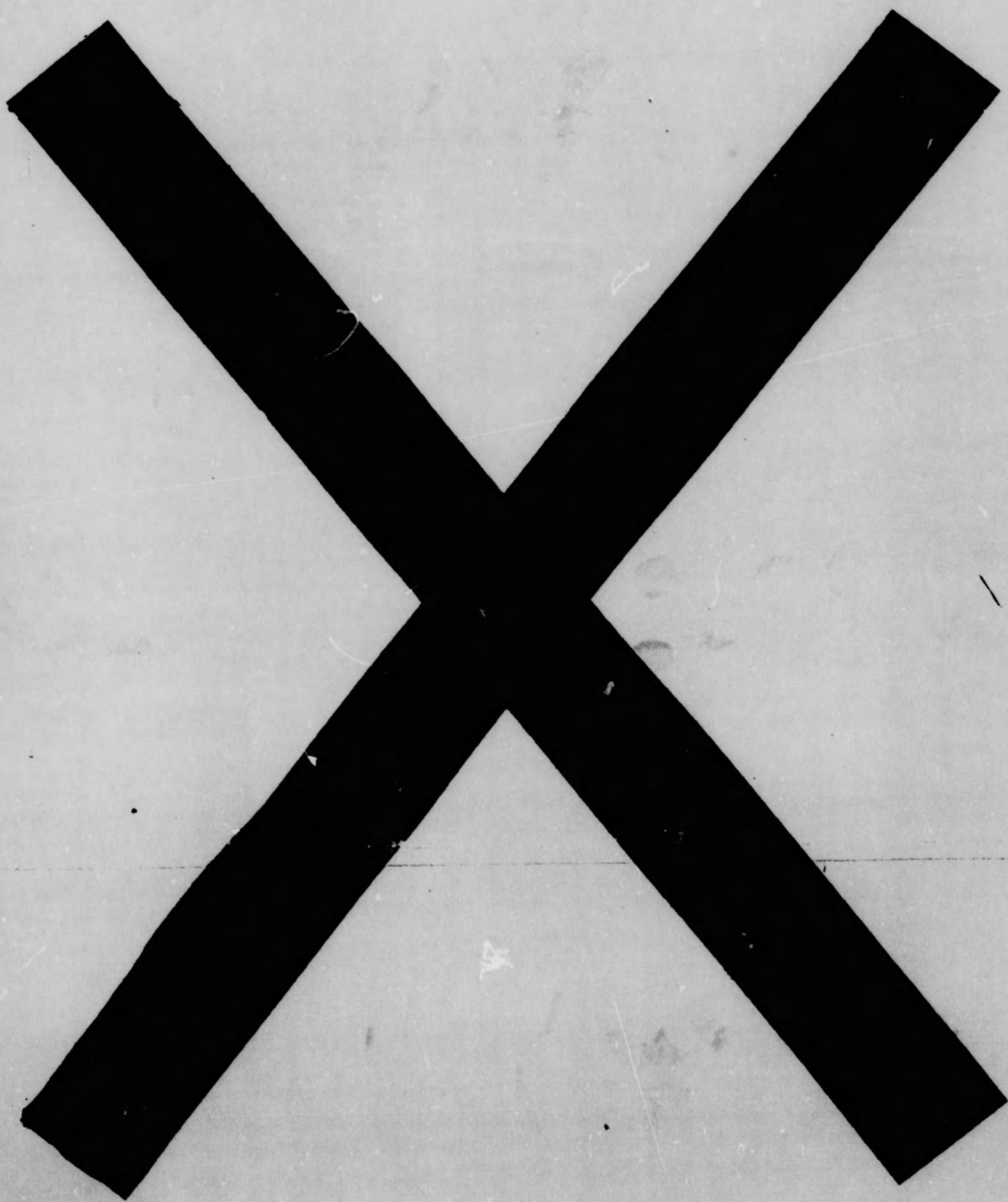
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SURFACE TRANSPORTATION BOARD

# Memorandum

ENTERED  
Office of the Secretary

NOV 16 2001

Part of  
Public Record

DATE: November 15, 2001



**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 latest weekly 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

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



500 Water Street  
Jacksonville, FL 32202  
Phone (904) 437-1000  
Fax (904) 437-1001

T. J. Stephenson  
Assistant Vice President -  
Service Measurements

November 14, 2001

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

OFFICE OF  
COMPLIANCE AND  
ENFORCEMENT  
DIRECTOR  
NOV 14 2001  
12 28 PM

Dear Mr. Clemens:

Enclosed with this transmittal letter are CSX Transportation's operational monitoring reports to the Board for the week ending Friday, November 9<sup>th</sup>. Cars on-line decreased over 500 cars from 234,052 to 233,485 cars. Train velocity improved from 22.2 to 22.6 miles-per-hour, and terminal dwell moved up slightly from 23.6 to 23.7 hours.

We would offer the following observations and interpretations regarding the data CSXT provides STB, Conrail Transaction Council, and the AAR:

#### Chicago Gateway Operations

The on-time-to-two-hours-late measure moved favorably twenty percentage points to 90%. The percent of trains in the more-than-six-hours-late category moved favorably eight percentage points to 0%.

#### Yards and Terminals

Seven of the 14 measured yards showed an improvement in dwell time compared to the prior week. Volumes remained within expected levels across the network.

#### Corridor Performance

Five of the six measured corridors showed an improvement compared to the prior week. The best performance in the on-time-to-two-hours-late category occurred on the I-95 corridor with 100%. Overall, the on-time-to-two-hours-late category was 89%, up eleven percentage points from last week. The greater-than-six-hours-late category was 4%, down three percentage points from last week.

### Shared Areas

Daily average on hand cars increased at Oak Island and North Yard, and decreased at Pavonia. All volumes remain within expected or observed norms for comparable periods. Overall terminal dwell time: was 26.1 hours, up from 25.0 hours the prior week.

### Additional Measurements

Train Delay Metric: For 722 train starts, weekly train delay totaled 23 hours for Power and 36 hours for Crew. Power delay hours increased while Crew delay hours decreased from the previous week.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 17.8% for the week, improved from 19.7% reported last week.

Daily Crew Availability Percentage: Crew Availability Percentage was 84%, improved from 81% reported for the last five weeks.

Daily Number of Recrews Required: Of 1777 crew starts, 30 (2%) were recrews, same percentage as the previous week.

Shared Asset Areas Train Delay Metric: SAA Train Delays averaged three trains per day for North Jersey, one train per day for South Jersey, and none for Detroit.

Locomotives: Gross Locomotives = 3942, Average Available = 3512, and Out-of-Service Ratio = 5.3, up from 4.9% recorded for the previous week.

Cars Offered in Interchange: averaged 429 cars daily, 143 of which were for the Norfolk Southern. The NS-offered and the total-offered both increased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 80% for 10 AMTRAK trains (Pittsburgh - Washington) and 99% for 90 MARC trains (West Virginia - Washington).

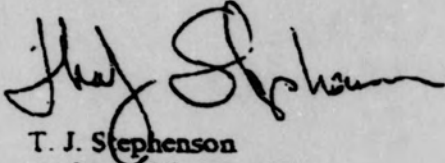
Buffalo Customer Service (Hot Line): the customer service center received no calls this week. Customers have not used this line for the past 28 weeks.

Last week CSXT met the goal for 14 of the 18 key fourth quarter service measurements. Goals were met for FRA-reportable injuries and derailments, cars on-line, overall train velocity, merchandise train velocity, crews on duty greater than 12 hours, relief crews, crew delay hours, car dwell, on-time originations, on-time destination arrivals, 30-hour cars, industrial switching, and hours of locomotive delay.

Several measures set new records of performance last week. These included cars on line, overall train velocity, merchandise train velocity, slow order miles, car dwell, and on-time destination arrivals.

The overall performance of the rail network remains at a high level. Operations are fluid and CSXT is able to absorb additional traffic.

Sincerely,

A handwritten signature in dark ink, appearing to read "T. J. Stephenson". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

T. J. Stephenson  
Assistant Vice President  
Service Measurements



## Surface Transportation Board

### Performance Measures

For the week ending:

11/09/01

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	317	332	335	372	335
	Cars On Hand - Empty	384	279	374	428	401
	Cars On Hand - Total	701	611	709	800	736
	Cars Handled	414	351	529	566	458
	Dwell Hours	32.0	30.5	27.8	24.3	28.4
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	303	155	258	282	279
	Cars On Hand - Empty	187	225	336	254	254
	Cars On Hand - Total	490	380	594	536	533
	Cars Handled	346	394	429	482	389
	Dwell Hours	45.6	21.9	27.1	19.0	25.2
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	117	204	226	187	155
	Cars On Hand - Empty	87	85	104	97	86
	Cars On Hand - Total	204	289	330	284	241
	Cars Handled	166	204	299	213	219
	Dwell Hours	26.4	23.4	15.5	20.5	17.0

**CSX Comments:** Daily average on hand cars increased at Oak Island and North Yard, and decreased at Pavonia.  
All volumes still remain within expected norms for comparable periods.

Overall terminal dwell time was 26.1 hours, up from 25.0 hours last week.

## Surface Transportation Board

### Performance Measures

#### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01
North Jersey SAA	Number of Originations	5	7	5	8	6
	% Ontime	80%	57%	60%	38%	17%
	% Late 0-2 Hours	20%	43%	40%	38%	17%
	% Late 2-4 Hours	0%	0%	0%	13%	33%
	% Late 4-6 Hours	0%	0%	0%	0%	33%
	% Late GT 6 Hours	0%	0%	0%	13%	0%
South Jersey SAA	Number of Originations	0	4	3	3	3
	% Ontime	0%	50%	67%	67%	67%
	% Late 0-2 Hours	0%	25%	0%	33%	33%
	% Late 2-4 Hours	0%	25%	33%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%
Detroit SAA	Number of Originations	5	7	8	8	8
	% Ontime	60%	86%	100%	88%	63%
	% Late 0-2 Hours	40%	14%	0%	13%	38%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Total road train delays were 29 trains. Crew delays were 4 trains for 7 hours; 1 train was delayed 5 hours for power; originating trains 25 for 76 hours, due to late arrivals.

## Surface Transportation Board

### Performance Measures

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

(Snapshot at Midnight for Day Measured)

Measure	Railroad Offered To	Monday 11/05/01	Tuesday 11/06/01	Wednesday 11/07/01	Thursday 11/08/01	Friday 11/09/01	Daily Average
Cars Offered	NS	135	133	100	137	209	143
	All Other	213	267	298	320	335	287
	Total	348	400	398	457	544	429

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 On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

Service	Measure	Monday 11/05/01	Tuesday 11/06/01	Wednesday 11/07/01	Thursday 11/08/01	Friday 11/09/01	Weekly Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	100%	50%	100%	100%	80%
MARC	Trains	18	18	18	18	18	90
	% On Time	94%	100%	100%	100%	100%	99%

AMTK measured according to contract with CSXT.

**Surface Transportation Board**  
**Performance Measures**  
**CSXT Train Crew Delay**

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	11/03/01	11/04/01	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01	Total
Baltimore	Train Crew Starts	18	14	14	19	16	16	16	113
	Crews Delayed +2 Hours	7	3	5	5	6	3	2	31
	% Delayed +2 Hours	39%	21%	36%	26%	38%	38%	13%	27%
Buffalo	Train Crew Starts	48	40	36	45	50	50	49	318
	Crews Delayed +2 Hours	7	5	3	4	7	7	11	44
	% Delayed +2 Hours	15%	13%	8%	9%	14%	14%	22%	14%
Chicago	Train Crew Starts	26	30	22	25	25	27	28	183
	Crews Delayed +2 Hours	6	7	8	6	4	5	10	46
	% Delayed +2 Hours	23%	23%	36%	24%	16%	19%	36%	25%
Cincinnati	Train Crew Starts	39	35	35	28	39	38	43	257
	Crews Delayed +2 Hours	3	4	2	3	7	12	8	39
	% Delayed +2 Hours	8%	11%	6%	11%	18%	32%	19%	15%
Cleveland	Train Crew Starts	23	25	24	19	28	26	26	171
	Crews Delayed +2 Hours	8	2	3	5	5	9	6	38
	% Delayed +2 Hours	35%	8%	13%	26%	18%	35%	23%	22%
Cumberland	Train Crew Starts	37	33	32	32	33	33	33	233
	Crews Delayed +2 Hours	2	6	3	0	3	1	2	17
	% Delayed +2 Hours	5%	18%	9%	0%	9%	3%	6%	7%
Detroit	Train Crew Starts	4	4	6	5	5	7	3	34
	Crews Delayed +2 Hours	1	0	1	2	1	1	1	7
	% Delayed +2 Hours	25%	0%	17%	40%	20%	14%	33%	21%
Philadelphia	Train Crew Starts	12	13	11	14	11	14	11	86
	Crews Delayed +2 Hours	1	1	1	2	3	2	1	11
	% Delayed +2 Hours	8%	8%	9%	14%	27%	14%	9%	13%
Selkirk	Train Crew Starts	41	38	32	41	45	47	47	291
	Crews Delayed +2 Hours	5	4	6	13	9	14	9	60
	% Delayed +2 Hours	12%	11%	19%	32%	20%	30%	19%	21%
Toledo	Train Crew Starts	35	32	32	29	33	30	27	218
	Crews Delayed +2 Hours	5	4	3	2	3	5	2	24
	% Delayed +2 Hours	14%	13%	9%	7%	9%	17%	26%	11%
Willard	Train Crew Starts	45	46	36	38	40	45	42	292
	Crews Delayed +2 Hours	7	6	3	3	5	10	11	45
	% Delayed +2 Hours	16%	13%	8%	8%	13%	22%	26%	15%

Daily number of train crew starts from selected yards or terminals and the number of those originating train crews that were delayed in those yards or terminals for two hours or more after going on-duty. The percentage of those delayed starts.



## Surface Transportation Board

### Performance Measures

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	11/03/01	11/04/01	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01	Total
Train Delay	Originating Train Starts	98	98	97	91	113	115	110	722
	Delayed Hours - Power	4	0	1	1	0	10	7	23
	Delayed Hours - Crews	12	20	0	0	1	1	2	36

Daily number of originating train starts on the Northern Region and the hours delayed due to lack of power and crew of those originating train crews.  
The delayed train starts will be broken down between power and crew delayed hours.

#### Daily Crew Availability Percentage - Northern Region Lines

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	11/03/01	11/04/01	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01	Average
Crew Availability		83%	82%	83%	85%	86%	85%	84%	84%

Daily percentage of CSXT road train crews that are available for work on the Northern Region Lines.

#### Daily Number of Train Crew Starts and Recrews Required

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	11/03/01	11/04/01	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01	Total
Crews/Recrews	Train Crew Starts	255	233	225	248	268	271	277	1777
	Recrews	6	6	2	4	3	3	6	30
	% Recrewed	2%	3%	1%	2%	1%	1%	2%	2%

Daily number of CSXT road train crew starts, the number of recrews and percentage of recrews for the Northern Region Lines.

## Surface Transportation Board

### Performance Measures

#### CSXT Locomotive Fleet Condition

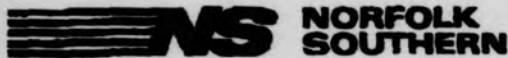
		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	11/03/01	11/04/01	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01	Average
Locomotives	Gross Fleet Size	3936	3929	3914	3949	3956	3918	3993	3942
	Avg. Number Available	3507	3495	3484	3503	3498	3541	3556	3512
	OOS Ratio	4.9	5.3	5.4	5.1	5.5	5.3	5.3	5.3

The measure for Gross Fleet will consist of CSX owned, leased, and foreign locomotives on-line. The Average Number Available will be the number of net fleet available to move traffic. The Out-of-Service Ratio (OOS) is the ratio of CSXT owned locomotives not available.

#### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	11/03/01	11/04/01	11/05/01	11/06/01	11/07/01	11/08/01	11/09/01	Average
Train Delay	Philadelphia/South Jersey	0	2	1	3	1	2	0	1
	North Jersey	7	3	2	2	1	4	0	3
	Detroit	2	0	0	0	0	0	0	0

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. The measure will be a composite of CSX and NS trains.



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

George A. Aspatore  
General Solicitor

RECEIVED  
SURFACE TRANSPORTATION  
BOARD

NOV 14 3 50 PM '01

OFFICE OF COMPLIANCE  
AND ENFORCEMENT  
DIRECTOR

Writer's Direct Dial Number

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

November 14, 2001

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 November 9, 2001, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, and our Locomotive Fleet Statistics. This schedule also includes NS Northern Region Train Starts and Delays that are not limited to a snapshot period.

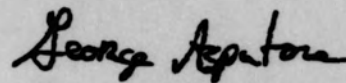
Another schedule incorporated into this transmittal shows NS Crew Starts and Delays, NS Northern Region Daily Crew Availability Percentage, and NS Northern Region Crew Starts and Recrews. Also included is the bi-weekly Buffalo update.

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.  
November 14, 2001  
Page 2

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

Sincerely,

A handwritten signature in cursive script, appearing to read "George Aspatore".

George A. Aspatore  
General Solicitor

Enclosures



**NORFOLK  
SOUTHERN**

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

Tony L. Ingram  
Vice President  
Transportation Operations  
Telephone: 757 629-2606  
FAX: 757 629-2344

November 14, 2001

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:

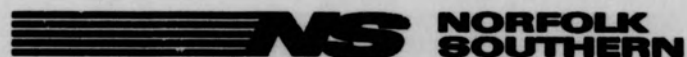
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed increased, and the average terminal dwell decreased. On the monitored corridors and Chicago gateway operations, 40 trains were held for terminal delays, 37 trains were held for crews, and 21 trains were held for power.

With respect to our customer service hotline in Buffalo, NS did not receive any calls over the two-week period.

In the Shared Assets Areas, daily average on-hand car volume increased at North Yard and Oak Island and decreased at Pavonia. All volume counts were within expected operating norms. Overall average terminal dwell time increased. Reported road train delays for crews and power decreased from the prior week. Four trains were delayed 7 hours for lack of crews and 1 train was delayed 5 hours for power. Twenty-five originating trains were delayed a total of 76 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 44% of the delay hours reported in the SAAs.

Sincerely,

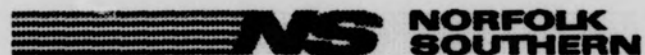
A handwritten signature in dark ink, appearing to read "Tony L. Ingram", followed by a horizontal line.



For the week ending 11/9/01

**Shared Asset Area - Yard Performance**

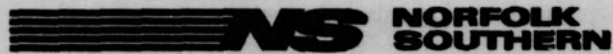
Yard	date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	#####	850	87	117	204	166	26.4
	#####	850	85	204	289	204	23.4
	#####	850	104	226	330	299	15.5
	#####	850	97	187	284	213	20.5
	#####	850	86	155	241	219	17.0
<b>North Yard MI Average</b>		<b>850</b>	<b>92</b>	<b>178</b>	<b>270</b>	<b>220</b>	<b>19.9</b>
Oak Island NJ	#####	1200	384	317	701	414	32.0
	#####	1200	279	332	611	351	30.5
	#####	1200	374	335	709	529	27.8
	#####	1200	428	372	800	566	24.3
	#####	1200	401	335	736	458	28.4
<b>Oak Island NJ Average</b>		<b>1200</b>	<b>373</b>	<b>338</b>	<b>711</b>	<b>464</b>	<b>28.2</b>
Pavonia NJ	#####	900	187	303	490	346	45.6
	#####	900	225	155	380	394	21.9
	#####	900	336	258	594	429	27.1
	#####	900	254	282	536	482	19.0
	#####	900	254	279	533	389	25.2
<b>Pavonia Average</b>		<b>900</b>	<b>251</b>	<b>255</b>	<b>507</b>	<b>408</b>	<b>27.0</b>



For the week ending 11/9/01

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	5-Nov	5	60%	40%	0%	0%	0%
	6-Nov	7	86%	14%	0%	0%	0%
	7-Nov	8	100%	0%	0%	0%	0%
	8-Nov	8	88%	13%	0%	0%	0%
	9-Nov	8	63%	38%	0%	0%	0%
Detroit Total		36	81%	19%	0%	0%	0%
North Jersey Total	5-Nov	5	80%	20%	0%	0%	0%
	6-Nov	7	57%	43%	0%	0%	0%
	7-Nov	5	60%	40%	0%	0%	0%
	8-Nov	8	38%	38%	13%	0%	13%
	9-Nov	6	17%	17%	33%	33%	0%
North Jersey Total		31	48%	32%	10%	6%	3%
South Jersey Total	5-Nov	0	0%	0%	0%	0%	0%
	6-Nov	4	50%	25%	25%	0%	0%
	7-Nov	3	67%	0%	33%	0%	0%
	8-Nov	3	67%	33%	0%	0%	0%
	9-Nov	3	67%	33%	0%	0%	0%
South Jersey Total		13	62%	23%	15%	0%	0%
Grand Total		80	65%	25%	6%	3%	1%



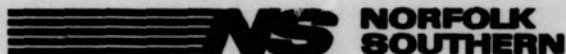
For the week ending 11/9/01

**Shared Asset Area Trains Held**

area	Sat 03-Nov	Sun 04-Nov	Mon 05-Nov	Tue 06-Nov	Wed 07-Nov	Thu 08-Nov	Fri 09-Nov	Grand Total
North Jersey	7	3	0	2	2	1	4	19
South Jersey	0	2	0	1	3	1	2	9
Detroit	2	0	0	0	0	0	0	2

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification.





### NS Cars Offered in Interchange but not Accepted

offered	Monday	Tuesday	Wednesday	Thursday	Friday	Total
CSX	0	0	0	0	0	0
other	0	14	22	0	0	36
<b>Total</b>	<b>0</b>	<b>14</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>36</b>

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

### NS Northern Region Train Starts and Delays

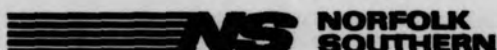
	Saturday 3-Nov	Sunday 4-Nov	Monday 5-Nov	Tuesday 6-Nov	Wednesday 7-Nov	Thursday 8-Nov	Friday 9-Nov	Grand Total
# of Train Starts	173	130	161	173	156	175	167	1135
<b>Delay Cause</b>								
Crew Delays (hrs)	16.5	9.8	8.3	2.1	4.0	12.6	19.0	72.2
Power Delays (hrs)	18.0	34.3	23.5	111.0	22.7	168.9	212.4	590.8

The delay numbers are expressed in hours

### Locomotive Fleet Statistics

	Saturday 3-Nov	Sunday 4-Nov	Monday 5-Nov	Tuesday 6-Nov	Wednesday 7-Nov	Thursday 8-Nov	Friday 9-Nov	average
<b>Fleet Size</b>	3238	3244	3274	3263	3225	3264	3259	3252
<b>available</b>	3030	3013	3045	3032	3016	3068	3081	3041
<b>out of service %</b>	6.4%	7.1%	7.0%	7.1%	6.5%	6.0%	5.5%	6.5%

Snapshot taken at midnight  
Fleet size is all locomotives on line. Includes owned, leased and foreign.



### NS Crew Starts and Delays

		Saturday 3-Nov	Sunday 4-Nov	Monday 5-Nov	Tuesday 6-Nov	Wednesday 7-Nov	Thursday 8-Nov	Friday 9-Nov	total
Allentown	crew starts	14	13	20	19	17	19	20	122
	crews delayed	5	5	2	1	2	6	5	26
Bellevue	crew starts	38	43	40	47	46	45	49	308
	crews delayed	5	10	6	6	9	8	18	62
Buffalo	crew starts	25	19	22	23	22	25	23	159
	crews delayed	4	5	6	1	5	8	5	34
Chicago	crew starts	39	35	45	39	37	37	36	268
	crews delayed	16	17	17	9	17	16	12	104
Cincinnati	crew starts	36	42	36	37	36	35	38	260
	crews delayed	13	17	11	10	8	10	10	79
Cleveland	crew starts	10	7	3	8	8	8	7	51
	crews delayed	2	3	0	2	3	2	2	14
Conway	crew starts	64	46	44	54	60	48	60	376
	crews delayed	21	11	7	12	17	14	12	94
Detroit	crew starts	19	13	17	18	20	21	17	125
	crews delayed	7	4	2	4	7	9	3	36
Elkhart	crew starts	45	47	44	47	47	38	45	313
	crews delayed	15	19	16	19	13	16	16	114
Harrisburg	crew starts	50	47	43	47	64	62	59	372
	crews delayed	4	15	13	7	15	8	6	68
Toledo	crew starts	59	61	52	63	58	63	61	417
	crews delayed	9	9	10	20	13	14	18	93

**Notes:** Data source is T&E employees' "End of Trip" reporting  
 A summary of all "E-O-T's" where departure time is reported as two or more hours after time crew ordered.  
 Includes all trains for location, whether originating or run-through.  
 A delayed crew is one delayed two hours or more after coming on duty

### NS Northern Region Daily Crew Availability Percentage

	Saturday 3-Nov	Sunday 4-Nov	Monday 5-Nov	Tuesday 6-Nov	Wednesday 7-Nov	Thursday 8-Nov	Friday 9-Nov	average
availability%	77%	76%	78%	79%	80%	79%	77%	78%

**Notes:** A "snapshot" of percent of Train and Engineman available at approximately 5:00 AM

### NS Northern Region Crew Starts and Recrews

	Saturday 3-Nov	Sunday 4-Nov	Monday 5-Nov	Tuesday 6-Nov	Wednesday 7-Nov	Thursday 8-Nov	Friday 9-Nov	total
crew starts	356	307	294	343	352	345	349	2346
recrews	10	5	9	8	10	13	5	63

**Notes:** A summary of trains ordered by field transportation using relief crew (recrew) train symbol  
 Does not include recrews/trains pulled into terminals by yard crews or road crews called and used in regular service

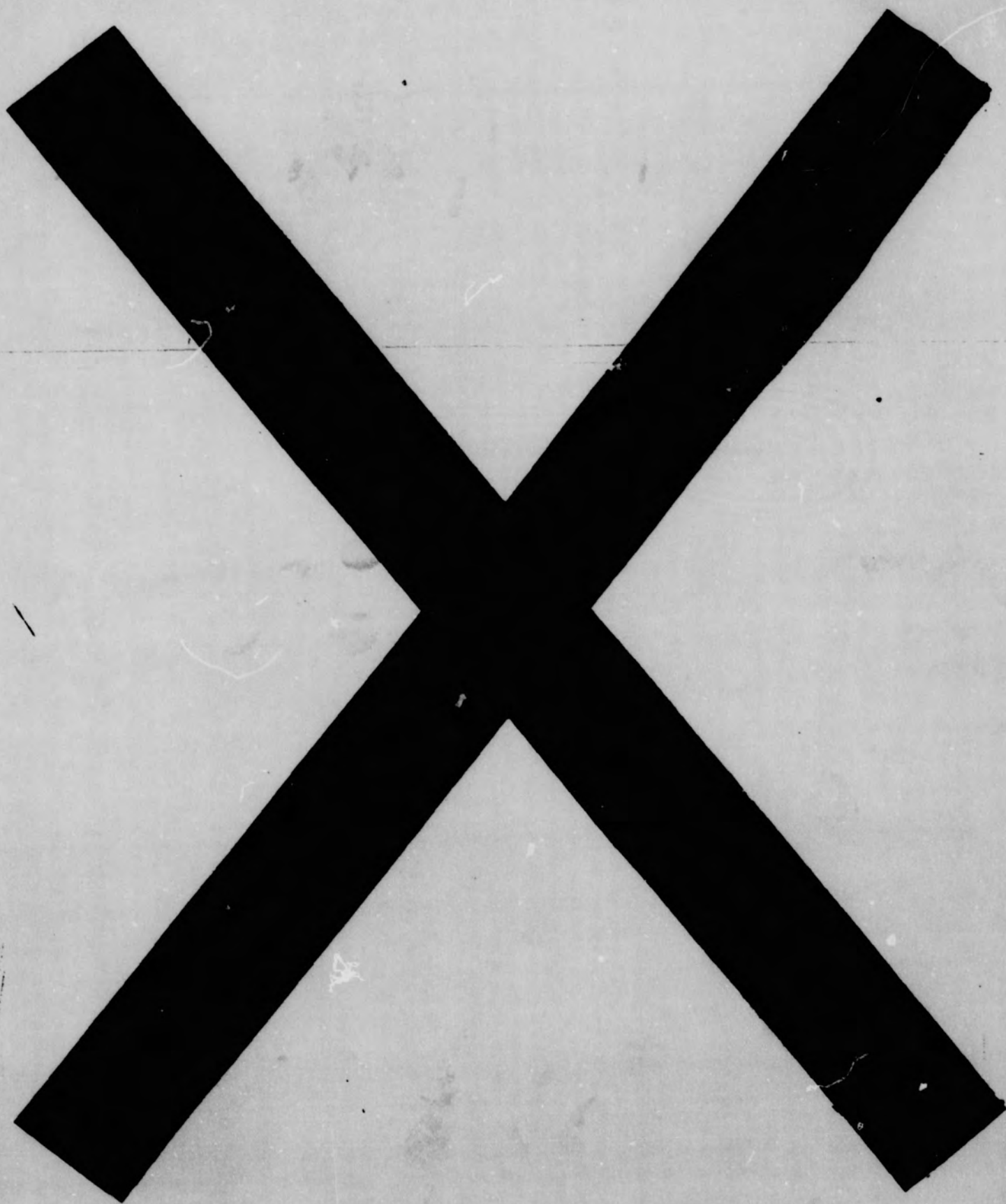
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SURFACE TRANSPORTATION BOARD

# Memorandum

ENTERED  
Office of the Secretary

NOV 14 2001

Part of  
Public Record



DATE: November 13, 2001

**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 latest monthly reports 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 Da 2 Da Legal. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

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

500 Water Street (J150)  
Jacksonville, FL 32202  
(904) 359-1192  
FAX: (904) 366-2902  
E-mail: Paul\_Hitchcock@CSX.com

Paul R. Hitchcock  
Assistant General Counsel

October 31, 2001

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 1
Construction and Other Capital Projects Table .....	Pages 2-3
Infrastructure Maintenance and Expansion .....	Page 4
Additional Noteworthy Engineering Projects Table.....	Pages 5-7
Information Technology .....	Pages 8-11
Customer Service .....	Page 12
Training.....	Page 13

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

Please contact me 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,

Paul R. Hitchcock

cys: Peter J. Shudtz, Sr. Vice President  
Regulatory Policy and Washington Counsel

**CSX TRANSPORTATION, INC.**  
**STB OPERATIONAL MONITORING REPORT**  
**As of October 31, 2001**

**Table of Contents**

The reports are presented in the following order:

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

# **STB OPERATIONAL MONITORING REPORT**

**As of October 31, 2001**

## **LABOR**

### **Labor Implementing Agreements**

All of the Labor Implementing Agreements have been reached. Accordingly, the requirement provided for in Paragraph 1 on page 162, of STB Decision No. 89 issued in Finance Docket No. 33388 has concluded.

### **Labor Management Task Force**

CSXT has 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. CSXT has held labor task force meetings with a number of its unions. CSXT will hold additional meetings, as the need arises. CSXT also will continue its effort to have frequent communications with its unions to guarantee that problems which may still arise with respect to the implementation of the transaction receive prompt attention.



**STB OPERATIONAL MONITORING REPORT**

As of October 31, 2001

**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) Complete	c) 4Q 00
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 October 31, 2001

## 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 October 31, 2001**

## **Infrastructure Maintenance and Expansion Report**

Throughout 2001, CSX has continued committing resources toward the completion of key track capacity improvements over the entire system. *The following Table lists those projects and summarizes their current status:*

# STB OPERATIONAL MONITORING REPORT

As of October 31, 2001

## ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

(In some cases these projects may be unrelated to the Conrail integration.)

Location	Project	Under Construction	Estimated Completion
1) Alexandria, VA	AF Interlocking reconstruction (VRE project)	Y	10/29/01
2) Aliquippa, PA	Construct 2 industry support tracks	Completed	06/30/00
3) Baltimore, MD (Bay View YD)	Add crossover BA Tower	N	11/30/01
4) <i>Casky, KY</i>	<i>Construct new main track to create Ind. Lead</i>	<i>Y</i>	<i>11/30/01</i>
5) Chicago, IL	Barr SD - TCS - Phase II	Completed	06/01/01
6) Chicago, IL	Construct 59 <sup>th</sup> Street North Lead	Completed	06/30/00
7) Chicago, IL	Construct storage tracks & 3 <sup>rd</sup> Main at Barr Yard	Delayed	
8) Chicago, IL	TCS Blue Island SD to 75 <sup>th</sup> Street	Completed	03/31/01
9) Cleveland, OH	Construct mainline fueling facility at Collinwood Yard	Completed	08/30/00
10) Columbus, OH	Scioto Interlocking w/NS (ODOT project)	Y	12/31/01
11) Coosa Pines, AL	Construct new 11,200' passing siding	Completed	08/29/00
12) <i>Dearborn, MI</i>	<i>Construct new track connection with Shared Assets Co.</i>	<i>Completed</i>	<i>05/15/01</i>
13) East Cleveland, OH	Noise berms, landscaping	Completed	06/30/00
14) East Fostoria, OH	Extend yard/connection lead	N	Deferred
15) Erie, PA	NS relocation project	Y	12/31/01
16) Erie, PA	Replace CSXT bridge decks over B&LE (CSXT work relating to NS relocation project)	Completed	8/1/01
17) <i>Evansville, IN</i>	<i>Install new concrete universal crossovers</i>	<i>Completed</i>	<i>10/19/01</i>
18) Fall River, MA	MBTA replacement of 4 undergrade bridges	Y	10/31/01



# STB OPERATIONAL MONITORING REPORT

As of October 31, 2001

## ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

(In some cases these projects may be unrelated to the Conrail integration.)

Location	Project	Under Construction	Estimated Completion
19) Feltonville, PA	Extend siding to 20,200'	Completed	8/9/01
20) Franklin, AL	Construct new 11,200' passing siding	Completed	09/15/00
21) Frederick, MD	MARC project	Y	11/20/01
22) Ft. Lauderdale, FL	Construct 45 miles of 2 <sup>nd</sup> main for TriRail	N	Pending
23) Gallaway, TN	Build siding with 10,000' in clear	Completed	10/1/00
24) Garrett, IN	Construct Randolph St. underpass	Completed	08/30/00
25) Gibraltar, MI	Construct crossover between CSXT and CN	Completed	09/30/00
26) Greenwood, SC	Construct double-track to Salak	Completed	11/06/00
27) <i>Halls, GA</i>	<i>Construct 2 mile siding</i>	<i>Completed</i>	<i>09/15/01</i>
28) Hopkinsville, KY	Install turnouts/signals for new Ft. Campbell lead wye	Y	10/15/01
29) Keystone, SC	(Sandpatch to Rockwood, PA)-Upgrade #10 crossovers to power #15's and TCS	Y	10/29/01
30) Lacon to Holmes Gap, AL	Add 8 miles of 2 <sup>nd</sup> main MP 328-MMP336	Completed	6/15/01
31) <i>Lawrenceville, GA</i>	<i>Construct new siding and 5 track Palmer Yard</i>	<i>N</i>	<i>12/01/02</i>
32) Lima, OH	Conrail connection track improvements	Completed	05/30/00
33) Louisville, KY	Link Highway Track to Highland Park #2	Completed	06/15/00

# STB OPERATIONAL MONITORING REPORT

As of October 31, 2001

## ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

(In some cases these projects may be unrelated to the Conrail integration.)

Location	Project	Under Construction	Estimated Completion
34) Martinsburg, Hobbs, Miller/Cherry Run, W Cumbo, WV	Eliminate manned interlockings, Phase I	Y	12/31/01
35) McDaniel, TN	Siding extension to 10,000' clear	Completed	09/1/00
36) New Boston, MI	Parking lot expansion	Completed	06/30/00
37) <i>Owassa, AL</i>	<i>Construct new 2 mile siding</i>	<i>N</i>	<i>03/1/02</i>
38) Philadelphia, PA	Greenwich Yard Phase I rehabilitation	Completed	06/30/00
39) Philadelphia, PA	Greenwich Yard Phase II expansion	Completed	12/21/00
40) <i>Ridgefield Park, NJ</i>	<i>Construct second main track :&amp; signals M.P. 2-7</i>	<i>Y</i>	<i>12/01/02</i>
41) <i>Rupert-Mauk, GA</i>	<i>Construct 8 miles of second main track &amp; signals</i>	<i>Y</i>	<i>11/30/01</i>
42) Teaneck, NJ	Construct siding CP7-CP10	Completed	03/31/00
43) Union City, GA	Construct connection track	Completed	04/15/00
44) Union City-Tilford, GA	Clearance improvement project	Completed	03/15/00
45) W. Baltimore, MD	Convert #10 HTEL to Power #15	Completed	09/30/00
46) Wadley, AL	Extend passing siding to 10,000' clear	Completed	09/15/00
47) Youngstown, OH	Construct Ashtabula Connection for 140 car capacity	Completed	07/15/00

# STB OPERATIONAL MONITORING REPORT

As of October 31, 2001

## 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 EC is 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 October 31, 2001

## 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>All desks have been cut Over to TECS.</p> <p>Paperless payroll training was completed Dec. 10, 1999</p> <p>Crew Callers have been moved from Dearborn to Jacksonville – Crew Management is complete.</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 completed.</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 4 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>Chunk 1 Field Rollout including Indianapolis was successfully cut-over on Oct 11.</p> <p>Chunk 2 including Cleveland, Collinwood and Columbus, Ohio was successfully cut-over on January 10.</p> <p>Chunk 3 including Buffalo &amp; Syracuse was successfully cut over on March 13, 2000.</p> <p>Chunk 4 including Selkirk &amp; W. Springfield was successfully cutover on May 8, 2000</p> <p>All Car Management is complete</p>	<p>Training sessions have been completed</p>



# STB OPERATIONAL MONITORING REPORT

As of October 31, 2001

## 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 Management is Complete.</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 October 31, 2001

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Transportation Train Dispatching	<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 :</p> <p>Albany, Indianapolis &amp; Philadelphia complete.</p> <p>Dearborn Division started.</p> <p>Dearborn completed Mid-August 1999.</p> <p>Phase 2 realignments:</p> <p>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>All phases of the Train Dispatcher Realignment Project have been completed. Implementing agreements are now in place.</p> <p>Train Dispatching is complete.</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 October 31, 2001**

## **Customer Service Progress Report**

During May we completed the rollout of all CSXT systems for the fourth regional area. Cutover took place on May 8, 2000 and went smoothly. Major locations included in the cutover were Selkirk, South Kearney, and Framingham areas.

### **Personnel**

We duplicated our training and mentoring procedures for this last cutover. Classroom training in Pittsburgh was completed prior to the cutover with the remaining personnel trained on all CSXT systems.

### **Customer Familiarization**

The customer familiarization processes used previously were also duplicated. Tariffs have been published and distributed for supplemental billing purposes, and procedures put in place to convert the records for the first 7 days of May from the Conrail to the CSX demurrage system, so that customers will see only one bill for the month. All customers have been notified regarding the up coming changes.

Brochures were customized and distributed to customers by our Electronic Commerce Customer Integration Center to explain our EC offerings and initiatives, with special telephone numbers and other vital data provided. Other customer communications included blast faxes, mailings, and regular interaction with our Electronic Commerce personnel.

## **STB OPERATIONAL MONITORING REPORT**

**As of October 31, 2001**

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

**All remaining training for the acquired territories was completed during the month of May.**

Clerical employees received one-on-one training at their work locations on specific job tasks for their jobs. Train & Engine Service employees received instructions in the preparation of work order documents to ensure the correct documentation of placing and pulling of cars from industries. Field transportation officers and yardmasters also received specific training in the use of yard and train management systems. Extensive training was provided for 45 yardmasters and 17 transportation officers.

Coaches were positioned at strategic locations to assist employees during the cutover at all major terminals and crew on-duty locations.

The last cutover completed the training initiatives for this project.



**George A. Aspatore**  
General Solicitor

(757) 629-2657  
fax (757) 533-4842  
E-mail: [george.aspatore@nscorp.com](mailto:george.aspatore@nscorp.com)

November 2, 2001

**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 October 31, 2001. NS continues to make progress on the projects targeted for completion in 2001 that are listed in the Construction and Other Capital Projects section of the Report.

Please let me know if you need any further information.

Sincerely,

George A. Aspatore

Enclosure

# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of October 31, 2001*

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**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**

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## **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.

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**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	Note 2
	PA	Estimated Completion Date: Undetermined		Const	
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Const	Complete
				Design Const	Complete Complete
Ashtabula	OH	Construct connection track Estimated Completion Date: Complete	Track	Design	Complete
				Const	Complete
			Signal	Const	Complete
Attica	IN	Extend siding 4, 580 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: Undetermined	Track	Design	Note 2
				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	Complete
				Design Const	Complete Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	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
Buffalo	NY	Construct connection to BPRR yard Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete



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**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Buffalo	NY	Reconstruct portion of Bison Yard Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Butler	IN	Construct track connection Estimated Completion Date: Undetermined	Track	Design	Note 2
				Grading	
			Signal	Design Const	
Chicago	IL	Expand and improve 47th St Yard Intermodal Terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
Cloggsville	OH	Track Rehabilitation Estimated Completion Date: Complete	Track	Design	Complete
				Const	Complete
Cloggsville	OH	Construct second main Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Columbus	OH	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Crockett	VA	Construct 9,100 foot new siding Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Croxtan	NJ	Expand and improve intermodal terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
E-Rail	NJ	Expand and improve intermodal terminal Estimated Completion Date: Complete	Track	Design	Complete
				Grade/Pave	Complete
Erie	PA	Erie Track Realign Project Estimated Completion Date: 2Q02	Track	Design	Complete
				Grading	Complete
				Const	In progress
			Signal	Removal Design Const	Complete In progress

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**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Flemington	NJ	Construct 12,500 foot siding Estimated Completion Date: Undetermined	Track	Design Grading Const	Note 2
			Signal	Design Const	
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: Undetermined	Track	Design Grading Const	Note 2
			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: Complete	Signal	Design Const	Complete Complete
Harrisburg	PA	Construct double track Estimated Completion Date: Complete	Land Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Harrisburg (Rutherford)	PA	Construct intermodal terminal Estimated Completion Date: Complete	Track	Design Grade/Pave	Complete Complete
Harrisburg - Reading	PA	Traffic Control System and remove pole line Estimated Completion Date: 4Q01	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
	TN		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

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**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
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
Philadelphia	PA	Construct crossover - Zoo Estimated Completion Date: Undetermined	Track	Design Grading Const	Note 2
			Signal	Design Const	
Piney Flats	TN	Extend siding 6,610 feet Estimated Completion Date: Complete	Land Track		Complete Complete
				Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Port Reading	NJ	Chemical Coast Clearance Projects Estimated Completion Date: Complete	Track	Design Const	Complete Complete
			Bridge	Design Const	Complete Complete
Rader	TN	Extend siding 5,189 feet Estimated Completion Date: Complete	Land Track		Complete Complete
				Design Grading Const	Complete Complete Complete
			Bridge	Design Const	Complete Complete
			Signal	Design Const	Complete Complete
Reading - Philadelphia	PA PA	Traffic Control System and remove pole line Estimated Completion Date: Undetermined	Signal	Design Const	Note 2
Riverton Jct - Roanoke	VA 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
Sandusky- Columbus	OH	Double Track: S 13.60 - S 26.00 Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete

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**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Sandusky-Columbus	OH	Double Track: S 78.10 - S 88.40 Estimated Completion Date: Complete	Land Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Sandusky-Columbus	OH	Double Track: S 88.30 - S 95.60 Estimated Completion Date: Complete	Land Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Sidney	IL	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Sido	MO	Double tracking 36,458 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Design	Complete
Sloan	IL	Extend siding 5,027 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Southern Tier	NY	Southern Tier Rehabilitation Estimated Completion Date: Undetermined	Track	Const	Note 2
			Bridge	Design	
				Const	
St. Louis (Mitchell)	MO	Expand Mitchell Triple Crown Terminal Estimated Completion Date: Complete	Track	Design	Complete
			Signal	Grade/Pave	Complete
				Design	Complete
Toledo	OH	Intermodal Terminal Estimated Completion Date: Undetermined	Track	Const	Complete
				Grade/Pave	Note 2
Tolono	IL	Track Connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Vermillion	OH	Track Connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete



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**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Wabash	IN	Construct connection track	Track	Const	Complete
		Estimated Completion Date: Complete	Signal	Design	Complete
				Const	Complete

**Note 1:** 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.

**Note 2:** Project on hold pending evaluation of revised traffic requirements.

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**CUSTOMER SERVICE**

***Systems and Personnel Training***

Operating Area	Project	Status
<b>TRANSPORTATION</b>		
Car Management and Movement	Systems – Multiple projects	Complete
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	Complete
Train Dispatching	Systems	Complete
	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	Complete
Locomotive Management	Systems	Complete
	Personnel Training	
	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train employees at 8 Conrail locations	Complete

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**CUSTOMER SERVICE**

Operating Area	Project	Status
<b>OPERATIONS PERSONNEL</b>		
Crew Management	Systems	Complete
	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**

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## **CUSTOMER SERVICE**

### ***Transition Process***

Transition team members for NS in Philadelphia working in Customer Service were released at the end of February, 2000. Call volumes have declined as general service levels improve and are currently below call volume levels prior to the split date. 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. Norfolk Southern has also added car tracing functions to its web page.

Customer Service has reorganized to better leverage the functions of the Central Yard Operations (CYO) groups and the National Customer Service Center (NCSC) staff. Our overall goal is to utilize the larger CYO staff for routine inquiries and allow NCSC to focus on problem resolution and correction.

Other Customer Service changes include moving Agency Operations Center (AOC) billing functions to Accounting; moving Data Quality and Demurrage functions under CYO; and combining Equipment Marketing and Car Distribution and Utilization in a new group called Car Management.

### ***Personnel***

The implementation of the Thoroughbred Yard Enterprise System in the former Conrail areas has been completed, including the training of field personnel. All supervisory positions have been filled for Data Quality, the Agency Operations Center and Customer Service.

### ***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, distributed to our customers, provides customers with all resources and information necessary for doing business with the new NS.

The Help Desk Directory, also distributed to our customers, 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 reports.