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SURFACE TRANSPORTATION BOARD

Memorandum

ENTERED
Office of the Secretary


MAR 13 2001

Part of
Public Record

201783

DATE: March 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 To Da Office Solutions. 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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Paul R. Hitchcock
Assistant General Counsel

February 28, 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).

Very truly yours,

Paul R. Hitchcock

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

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**CSX TRANSPORTATION, INC.
STB OPERATIONAL MONITORING REPORT
As of February 28, 2001**

Table of Contents

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.

STB OPERATIONAL MONITORING REPORT

As of February 28, 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 February 28, 2001

CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Status	Expected Completion Date
1)	Greenwich, Ohio to Pine Junction, Indiana	Construct 2 nd main track with TCS on B&O including connections.	Complete	4Q 98
2)	Quaker to Greenwich, Ohio	Construction by Conrail of 2 nd 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 February 28, 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 February 28, 2001

Infrastructure Maintenance and Expansion Report

Despite some severe weather over the system, CSXT has continued construction of several key capacity improvement projects over the winter months. Track & Signal work has progressed at Dearborn, Michigan to complete a connection track between the Shared Assets line and CSX to improve the flow of CP Trains at Rougemere Yard & Delray Interlocking at Detroit. This project is scheduled for completion in April.

At Feltonville, PA, work has progressed to complete a siding extension on the Phila. Sub to improve the flow of traffic in that area.

At Erie, PA, CSX forces remained on the job working to complete new track construction to facilitate the relocation of the Norfolk Southern Main Line over to CSX property.

On the S&NA north Sub Division, work has continued throughout the winter to complete an 8 mile stretch of second main at "Sand Mountain" between Lacon & Holmes Gap, AL. Upon completion later this year, enhanced train operations will be realized.

Additionally, CSX has been working steadily on the preparation of supporting documentation to develop investment justification on several new capacity projects for 2001. This year's program consists of several new sidings and stretches of second main track construction throughout the system.

STB OPERATIONAL MONITORING REPORT

As of February 28, 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	08/01/01
2) Aliquippa, PA	Construct 2 industry support tracks	Completed	06/30/00
3) Baltimore, MD (Bay View YD)	Add crossover BA Tower	N	4/1/01
4) Chicago, IL	Barr SD – TCS – Phase II	Y	12/31/00
5) Chicago, IL	Construct 59 th Street North Lead	Completed	06/30/00
6) Chicago, IL	Construct storage tracks & 3 rd Main at Barr Yard	Y	12/31/00
7) Chicago, IL	TCS Blue Island SD to 75 th Street	Y	03/31/01
8) Cleveland, OH	Construct mainline fueling facility at Collinwood Yard	Completed	08/30/00
9) Columbus, OH	Scioto Interlocking w/NS (ODOT project)	Y	12/31/01
10) Coosa Pines, AL	Construct new 11,200' passing siding	Completed	08/29/00
11) East Cleveland, OH	Noise berms, landscaping	Completed	06/30/00
12) East Fostoria, OH	Extend yard/connection lead	N	Deferred
13) Erie, PA	NS relocation project	Y	12/31/01
14) Erie, PA	Replace CSXT bridge deck, over B&LE (CSXT work relating to NS relocation project)	N	8/1/01
15) Fall River, MA	MBTA replacement of 4 undergrade bridges	Y	12/31/00

STB OPERATIONAL MONITORING REPORT

As of February 28, 2001

ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

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

Location	Project	Under Construction	Estimated Completion
16) Feltonville, PA	Extend siding to 20,200'	Y	03/31/01
17) Franklin, AL	Construct new 11,200' passing siding	Completed	09/15/00
18) Frederick, MD	MARC project	Y	03/31/01
19) Ft. Lauderdale, FL	Construct 45 miles of 2 nd main for TriRail	N	Pending
20) Gallaway, TN	Build siding with 10,000' in clear	Completed	10/1/00
21) Garrett, IN	Construct Randolph St. underpass	Completed	08/30/00
22) Gibraltar, MI	Construct crossover between CSXT and CN	Completed	09/30/00
23) Greenwood, SC	Construct double-track to Salak	Completed	11/06/00
24) Hopkinsville, KY	Install turnouts/signals for new Ft. Campbell lead wye	N	06/30/01
25) Keystone, SC	(Sandpatch to Rockwood, PA)-Upgrade #10 crossovers to power #15's and TCS	Y	3/30/01
26) Lacon to Holmes Gap, AL	Add 8 miles of 2 nd main MP 328-MMP336	Y	06/30/01
27) Lima, OH	Conrail connection track improvements	Completed	05/30/00
28) Louisville, KY	Link Highway Track to Highland Park #2	Completed	06/15/00

STB OPERATIONAL MONITORING REPORT

As of February 28, 2001

ADDITIONAL NOTEWORTHY ENGINEERING PROJECTS TABLE

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

Location		Project	Under Construction	Estimated Completion
29)	Martinsburg, Hobbs, Miller/Cherry Run, W Cumbo, WV	Eliminate manned interlockings, Phase I	Y	12/31/01
30)	McDaniel, TN	Siding extension to 10,000' clear	Completed	09/1/00
31)	New Boston, MI	Parking lot expansion	Completed	06/30/00
32)	Philadelphia, PA	Greenwich Yard Phase I rehabilitation	Completed	06/30/00
33)	Philadelphia, PA	Greenwich Yard Phase II expansion	Completed	12/21/00
34)	Teaneck, NJ	Construct siding CP7-CP10	Completed	03/31/00
35)	Union City, GA	Construct connection track	Completed	04/15/00
36)	Union City-Tilford, GA	Clearance improvement project	Completed	03/15/00
37)	W. Baltimore, MD	Convert #10 HTEL to Power #15	Completed	09/30/00
38)	Wadley, AL	Extend passing siding to 10,000' clear	Completed	09/15/00
39)	Youngstown, OH	Construct Ashtabula Connection for 140 car capacity	Completed	07/15/00

STB OPERATIONAL MONITORING REPORT

As of February 28, 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 February 28, 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&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&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 27th.</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 & Syracuse was successfully cut over on March 13, 2000.</p> <p>Chunk 4 including Selkirk & 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 February 28, 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 & 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 1st.</p> <p>Dual entry into Conrail LDS was discontinued June 15th.</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 February 28, 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 & 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 & 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 & 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 February 28, 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 February 28, 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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March 7, 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 February 28, 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 February 28, 2001

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

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 February 28, 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 February 28, 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	Signal	Design	In progress
	PA	Estimated Completion Date: 4Q01		Const	
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	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
				Const	Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: Undetermined	Track	Design	Project being defined.
				Grading	
				Const	
			Signal	Design	
				Const	
Bristol	VA	Extend siding 14,255 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Buffalo - Cleveland	NY	Traffic control system and remove pole line.	Signal	Design	Complete
	OH	Estimated Completion Date: Complete		Const	Complete
Buffalo	NY	Rehabilitate tracks in sub-leased BPRR yard Estimated Completion Date: 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 February 28, 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 Const	Complete Complete
Butler	IN	Construct track connection Estimated Completion Date: Undetermined	Track	Design	Project being defined.
				Grading	
			Signal	Const 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	Complete
			Signal	Const Design Const	Complete 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	Complete
			Signal	Const Design Const	Complete Complete Complete
Croxtton	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: 3Q01	Track	Design Grade/Pave	In progress
Erie	PA	Erie Track Realign Project Estimated Completion Date: 4Q01	Track	Design	Complete
				Grading	In progress
				Const	In progress
			Signal	Design Const	Complete In progress

Surface Transportation Board Operational Monitoring Report
As of February 28, 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	Project being defined.
			Signal	Design Const	
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: Undetermined	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Hagerstown Sec (Greencastle)	PA	Construct siding Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Hagerstown Sec	PA	Traffic Control Estimated Completion Date: Complete	Signal	Design Const	Complete Complete
Harrisburg	PA	Construct double track Estimated Completion Date: 1Q01	Land Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	In progress Complete In progress
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 Estimated Completion Date: 3Q01	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 Bridge	Design Const Design	Complete Complete 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 February 28, 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	Project being defined
			Signal	Design Const	
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: 4Q01	Signal	Design Const	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	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

Surface Transportation Board Operational Monitoring Report
As of February 28, 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 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	Const	Complete
				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	Project being defined.
			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	Project being defined.
				Grade/Pave	
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

Surface Transportation Board Operational Monitoring Report
As of February 28, 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: Bold print indicates changes from previous report. If status of project phase is blank, work on that part of the project has not yet begun.

Surface Transportation Board Operational Monitoring Report
As of February 28, 2001

CUSTOMER SERVICE

Systems and Personnel Training

Operating/ Area	Project	Status
TRANSPORTATION		
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
	Systems	Complete
	Personnel Training	
Locomotive Management	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train employees at 8 Conrail locations	Complete

Surface Transportation Board Operational Monitoring Report
As of February 28, 2001

CUSTOMER SERVICE

Operating Area	Project	Status
OPERATIONS PERSONNEL		
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
CUSTOMER SERVICE		
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 February 28, 2001

CUSTOMER SERVICE

Transition Process

Transition team members for NS in Philadelphia working in Customer Service were released at the end of February. Call volumes have leveled off as general service levels improve and remain at the approximate levels originally projected. 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.

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.

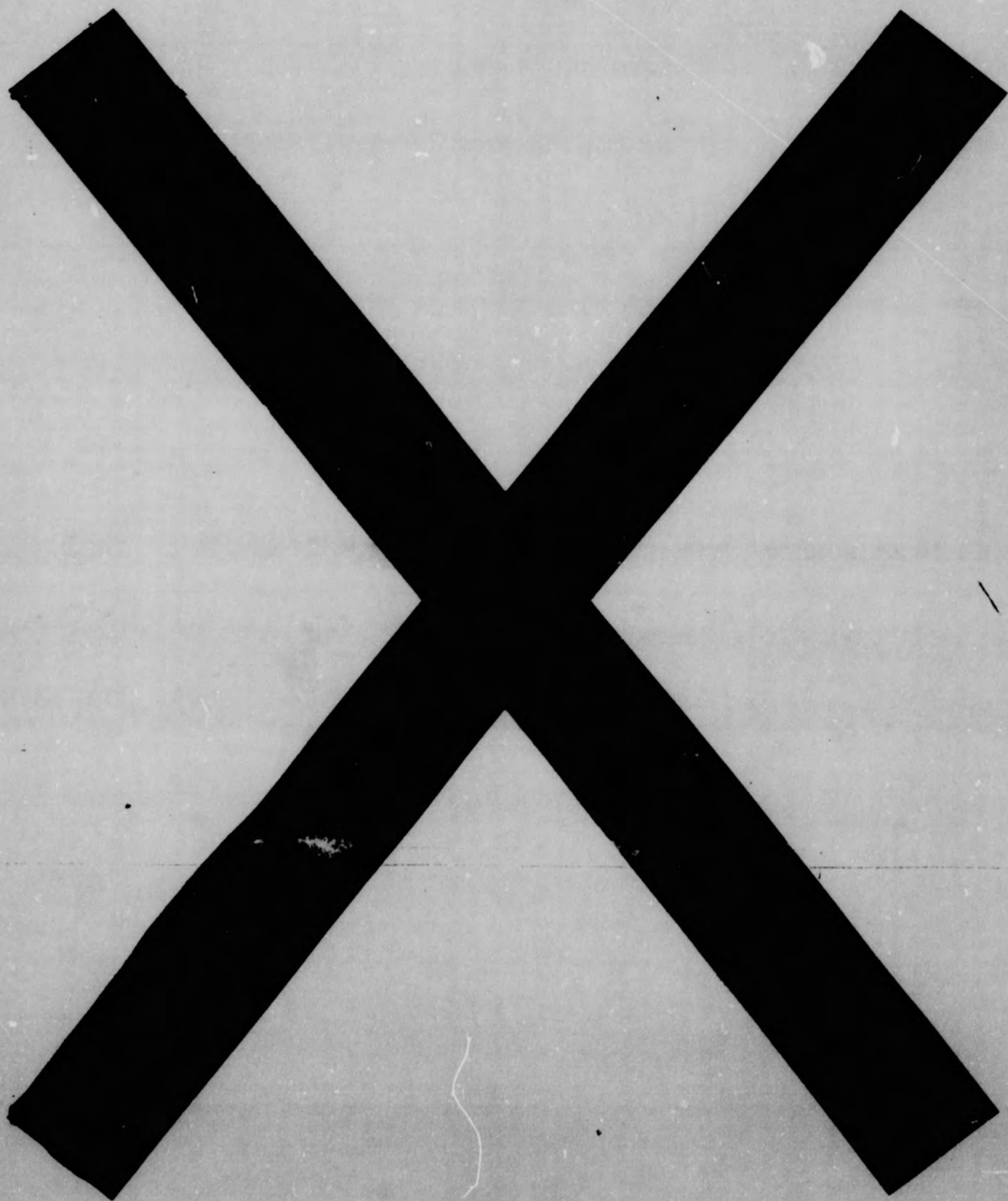
Customer Awareness

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

FD-33388

3-1-01

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201604

Memorandum



DATE: March 1, 2001

ENTERED
Office of the Secretary
MAR 02 2001
Part of
Public Record

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

FROM *WJN* : 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 To Da Office Solutions. 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

February 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, February 23rd. Cars on-line improved from 244,019 to 242,927. Terminal dwell improved from 25.7 to 25.5 hours, while train velocity decreased slightly from 21.7 to 21.4 miles-per-hour.

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

Chicago Gateway Operations

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved favorably ten percentage points to 91%. For the first time in reporting to the Board, there were no trains in the more-than-six-hours-late category.

Yards and Terminals

Car volumes and dwell times changed very little, remaining within expected levels at most terminals across the network. Seven of the 14 measured yards showed an improvement in dwell time compared to the prior week.

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 was the I-95 corridor with 91%. Overall, the on-time-to-two-hours-late category moved unfavorably four percentage points to 79%, and the percent of trains in the greater-than-six-hours-late category move unfavorably two percentage points to 9%.

Shared Areas

Daily average on hand cars decreased slightly at Oak Island, and increased slightly at North Yard and Pavonia. Overall terminal dwell time was 30.4 hours, compared to 27.7 hours last week. For the week, there were a total of 47 trains delayed for CSXT and NS: 36 for crew, 1 for power, and 10 for late arrivals by CSX and NS.

Additional Measurements

Train Delay Metric: For 735 train starts, weekly train delay totaled 26 hours for Power and 104 hours for Crew. Delay hours for crew and power both increased from the prior week.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 19.9% for the week, improved from 20.5% last week.

Daily Crew Availability Percentage: Crew Availability Percentage was 84%, down from 85% the prior week.

Daily Number of Recrews Required: Of 1770 crew starts, 36 (2%) were recrews, same as the prior week.

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

Locomotives: Gross Locomotives = 3825, Average Available = 3493, and Out-of-Service Ratio = 5.7%, up from 5.2% the prior week.

Cars Offered in Interchange: averaged 324 cars daily, of which zero were for the Norfolk Southern. Daily average increased and the NS average decreased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 20% for 10 AMTRAK trains (Pittsburgh - Washington) and 97% for 80 MARC trains (West Virginia - Washington).

Buffalo Customer Service (Hot-Line): the customer service center received no hot-line calls.

CSXT has established 18 key measures for the first quarter of this year. Last week we met the goal for 15 of those measures. Goals were met for derailments, cars on-line, overall velocity, merchandise train velocity, crews on duty over 12 hours, relief crews, hours of crew delay, car

dwelling, right connection, on-time origin departure, on-time destination arrival, 30-hour cars, industrial switching, hours of locomotive delay, and leased locomotive out-of-service ratio. Four of these measurements (cars on-line, right connection, on-time origin departure, and 30-hour cars) reached their best performance since Split.

Last week's service measurements for CSXT indicate continued fluidity in operations over the network. The railroad is healthy and is well positioned to absorb increased volumes.

Sincerely,

T. J. Stephenson
Assistant Vice President
Service Measurements

Surface Transportation Board
Performance Measures

For the week ending:

02/23/01

Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	472	435	540	475	480
	Cars On Hand - Empty	319	317	411	428	384
	Cars On Hand - Total	790	752	951	903	864
	Cars Handled	629	346	547	578	807
	Dwell Hours	32.3	50.6	39.8	31.5	34.0
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	360	288	344	290	238
	Cars On Hand - Empty	306	235	210	233	354
	Cars On Hand - Total	666	523	654	523	592
	Cars Handled	280	452	497	323	363
	Dwell Hours	37.8	31.0	27.6	25.5	23.3
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	176	194	210	200	173
	Cars On Hand - Empty	213	119	144	102	135
	Cars On Hand - Total	389	313	354	302	308
	Cars Handled	372	282	467	229	359
	Dwell Hours	29.2	30.3	16.2	17.6	20.6

CSX Comments: Daily average on hand cars decreased slightly at Oak Island, and increased slightly at North Yard and Pavonia. Overall terminal dwell time was 30.4 hours, up from 27.7 last week.

Surface Transportation Board **Performance Measures**

Train Originations (Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01
North Jersey SAA	Number of Originations	9	13	17	16	16
	% Ontime	33%	46%	47%	31%	31%
	% Late 0-2 Hours	44%	31%	18%	13%	13%
	% Late 2-4 Hours	11%	15%	18%	0%	31%
	% Late 4-6 Hours	0%	0%	6%	25%	6%
	% Late GT 6 Hours	11%	8%	12%	31%	19%
South Jersey SAA	Number of Originations	2	4	5	5	4
	% Ontime	50%	75%	40%	0%	25%
	% Late 0-2 Hours	0%	0%	0%	20%	25%
	% Late 2-4 Hours	50%	25%	20%	20%	25%
	% Late 4-6 Hours	0%	0%	40%	40%	25%
	% Late GT 6 Hours	0%	0%	0%	20%	0%
Detroit SAA	Number of Originations	5	6	7	6	7
	% Ontime	80%	83%	71%	83%	86%
	% Late 0-2 Hours	20%	17%	29%	17%	0%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	0%	0%	14%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

CSX Comments: Total road train delays were 47 trains. Crew delays were 36 trains for 157 hours; power 1 trains for 12 hours; originating trains 10 for 34 hours, due to late connections.

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	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Average
Cars Offered	NS	1	1	0	0	0	0
	All Other	440	381	346	177	273	323
	Total	441	382	346	177	273	324

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	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	0%	50%	0%	0%	50%	20%
MARC	Trains	8	18	18	18	18	80
	% On Time	100%	94%	100%	94%	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 02/17/01	Sunday 02/18/01	Monday 02/19/01	Tuesday 02/20/01	Wednesday 02/21/01	Thursday 02/22/01	Friday 02/23/01	Weekly Total
Baltimore	Train Crew Starts	20	16	15	16	19	20	17	123
	Crews Delayed +2 Hours	3	8	6	3	8	11	7	46
	% Delayed +2 Hours	15%	50%	40%	19%	42%	55%	41%	37%
Buffalo	Train Crew Starts	46	36	35	41	45	46	49	298
	Crews Delayed +2 Hours	9	8	7	5	3	13	7	52
	% Delayed +2 Hours	20%	22%	20%	12%	7%	28%	14%	17%
Chicago	Train Crew Starts	29	24	26	27	25	27	24	182
	Crews Delayed +2 Hours	10	5	4	3	5	5	3	35
	% Delayed +2 Hours	34%	21%	15%	11%	20%	19%	11%	19%
Cincinnati	Train Crew Starts	25	37	33	35	37	37	41	245
	Crews Delayed +2 Hours	0	3	5	3	7	3	0	21
	% Delayed +2 Hours	0%	8%	15%	9%	19%	8%	0%	9%
Cleveland	Train Crew Starts	26	28	18	22	20	21	20	155
	Crews Delayed +2 Hours	5	5	3	3	6	11	4	37
	% Delayed +2 Hours	19%	18%	17%	14%	30%	52%	20%	24%
Cumberland	Train Crew Starts	33	34	27	32	31	32	37	226
	Crews Delayed +2 Hours	3	1	2	3	4	6	4	23
	% Delayed +2 Hours	9%	3%	7%	9%	13%	19%	11%	10%
Detroit	Train Crew Starts	7	3	6	8	7	6	5	42
	Crews Delayed +2 Hours	0	0	2	3	2	3	2	12
	% Delayed +2 Hours	0%	0%	33%	38%	29%	50%	40%	29%
Philadelphia	Train Crew Starts	14	7	10	13	12	9	12	77
	Crews Delayed +2 Hours	0	1	2	0	0	4	3	10
	% Delayed +2 Hours	0%	14%	20%	0%	0%	44%	25%	13%
Selkirk	Train Crew Starts	44	36	37	35	44	42	46	284
	Crews Delayed +2 Hours	14	7	10	7	10	7	15	70
	% Delayed +2 Hours	32%	19%	27%	20%	23%	17%	33%	25%
Toledo	Train Crew Starts	21	30	23	22	31	27	29	183
	Crews Delayed +2 Hours	4	6	1	0	5	4	6	26
	% Delayed +2 Hours	19%	20%	4%	0%	16%	15%	21%	14%
Willard	Train Crew Starts	42	39	35	39	48	39	37	279
	Crews Delayed +2 Hours	10	8	9	7	11	8	13	66
	% Delayed +2 Hours	24%	21%	26%	18%	23%	21%	35%	24%

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	02/17/01	02/18/01	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Total
Train Delay	Originating Train Starts	106	102	88	101	94	115	129	735
	Delayed Hours - Power	0	0	0	0	0	14	12	26
	Delayed Hours - Crews	3	0	0	38	6	35	22	104

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	02/17/01	02/18/01	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Average
Crew Availability		83%	83%	84%	85%	84%	84%	82%	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	02/17/01	02/18/01	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Total
Crews/Recrews	Train Crew Starts	262	239	224	248	251	269	277	1770
	Recrews	6	7	4	1	1	7	10	36
	% Recrewed	2%	3%	2%	0%	0%	3%	4%	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	02/17/01	02/18/01	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Average
Locomotives	Gross Fleet Size	3821	3834	3824	3831	3809	3817	3837	3825
	Avg. Number Available	3457	3480	3507	3525	3489	3494	3499	3493
	OOS Ratio	5.6	6.2	5.4	5.3	5.6	5.9	5.6	5.7

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	02/17/01	02/18/01	02/19/01	02/20/01	02/21/01	02/22/01	02/23/01	Average
Train Delay	Philadelphia/South Jersey	6	1	4	4	1	4	2	3
	North Jersey	2	6	2	3	2	1	2	3
	Detroit	1	1	1	0	2	1	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

February 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 February 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.

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.
February 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

February 28, 2001

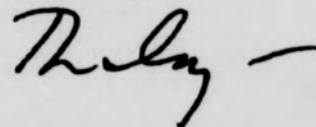
Mr. Melvin F. Clemens, Jr.
Director, Office of Compliance and Enforcement
Surface Transportation Board
1925 K Street, NW
Washington, D.C. 20423-0001

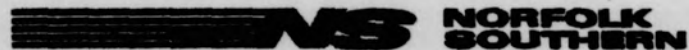
Dear Mr. Clemens:

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 remained constant. On the monitored corridors and Chicago gateway operations, 54 trains were held for terminal delays, 24 trains were held for crews, and 20 trains were held for power.

In the Shared Assets Areas, daily average on-hand car volume decreased at Oak Island while increasing slightly 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 decreased from last week. Thirty-six trains were delayed 157 hours for lack of crews and 1 train was delayed 12 hours awaiting power. Ten originating trains were delayed a total of 34 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 46% of the delay hours reported in the SAAs.

Sincerely,

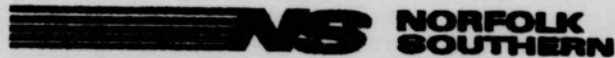




For the week ending 2/23/01

Shared Asset Area - Yard Performance

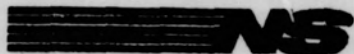
Yard	date	Fluid Capacity	On hand - Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	2/19/01	850	213	176	389	372	29.2
	2/20/01	850	119	194	313	282	30.3
	2/21/01	850	144	210	354	467	16.2
	2/22/01	850	102	200	302	229	17.6
	2/23/01	850	135	173	308	359	20.6
North Yard MI Average		850	143	191	333	342	22.5
Oak Island NJ	2/19/01	1200	319	472	791	629	32.3
	2/20/01	1200	317	435	752	346	50.6
	2/21/01	1200	411	540	951	547	39.8
	2/22/01	1200	428	475	903	576	31.5
	2/23/01	1200	384	480	864	807	34.0
Oak Island NJ Average		1200	372	480	852	581	36.2
Pavonia NJ	2/19/01	900	308	360	666	280	37.8
	2/20/01	900	235	288	523	452	31.0
	2/21/01	900	310	344	654	497	27.6
	2/22/01	900	233	290	523	323	25.5
	2/23/01	900	354	238	592	363	23.3
Pavonia Average		900	288	304	592	383	28.7



For the week ending 2/23/01

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	2/19/01	5	80%	20%	0%	0%	0%
	2/20/01	6	83%	17%	0%	0%	0%
	2/21/01	7	71%	29%	0%	0%	0%
	2/22/01	6	83%	17%	0%	0%	0%
	2/23/01	7	86%	0%	0%	14%	0%
Detroit Total		31	81%	18%	0%	3%	0%
North Jersey Total	2/19/01	9	33%	44%	11%	0%	11%
	2/20/01	13	46%	31%	15%	0%	8%
	2/21/01	17	47%	18%	18%	6%	12%
	2/22/01	16	31%	13%	0%	25%	31%
	2/23/01	16	31%	13%	31%	6%	19%
North Jersey Total		71	38%	21%	15%	8%	17%
South Jersey Total	2/19/01	2	50%	0%	50%	0%	0%
	2/20/01	4	75%	0%	25%	0%	0%
	2/21/01	5	40%	0%	20%	40%	0%
	2/22/01	5	0%	20%	20%	40%	20%
	2/23/01	4	25%	25%	25%	25%	0%
South Jersey Total		20	35%	10%	25%	25%	5%
Grand Total		122	48%	18%	13%	10%	11%



**NORFOLK
SOUTHERN**

For the week ending 2/23/01

Shared Asset Area Trains Held

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

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	8	0	0	0	0	8
other	61	0	29	5	0	95
Total	69	0	29	5	0	103

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

NS Northern Region Train Starts and Delays

	Saturday 17-Feb	Sunday 18-Feb	Monday 19-Feb	Tuesday 20-Feb	Wednesday 21-Feb	Thursday 22-Feb	Friday 23-Feb	Grand Total
# of Train Starts	174	144	150	158	174	165	163	1128
Delay Cause								
Crew Delays (hrs)	13.2	0.6	4.1	11.8	4.2	9.1	0.0	42.9
Power Delays (hrs)	6.4	0.0	0.0	6.8	3.8	35.4	54.8	107.2

The delay numbers are expressed in hours

Locomotive Fleet Statistics

	Saturday 17-Feb	Sunday 18-Feb	Monday 19-Feb	Tuesday 20-Feb	Wednesday 21-Feb	Thursday 22-Feb	Friday 23-Feb	average
Fleet Size	3396	3400	3422	3427	3425	3445	3431	3421
available	3216	3219	3220	3221	3222	3223	3224	3221
out of service %	5.2%	5.3%	5.9%	6.0%	5.9%	6.4%	6.0%	5.6%

Snapshot taken at midnight

Fleet size is all locomotives on line. Includes owned, leased and foreign.

NS Crew Starts and Delays

		Saturday 17-Feb	Sunday 18-Feb	Monday 19-Feb	Tuesday 20-Feb	Wednesday 21-Feb	Thursday 22-Feb	Friday 23-Feb	Grand Total
Allentown	crew starts	14	12	13	14	20	17	12	102
	crews delayed	6	5	3	7	6	4	3	34
Bellevue	crew starts	39	31	38	38	39	32	37	254
	crews delayed	10	3	5	8	10	8	8	52
Buffalo	crew starts	28	18	19	23	23	25	22	158
	crews delayed	7	2	4	4	2	4	3	26
Chicago	crew starts	38	32	35	33	34	38	31	241
	crews delayed	18	10	10	13	13	14	12	90
Cincinnati	crew starts	39	33	35	33	36	35	35	240
	crews delayed	4	10	9	7	5	6	4	45
Cleveland	crew starts	15	8	9	8	11	13	12	76
	crews delayed	6	1	1	1	3	7	6	25
Conway	crew starts	51	48	44	46	53	53	54	349
	crews delayed	15	17	12	18	14	16	12	107
Detroit	crew starts	19	19	19	17	23	18	23	138
	crews delayed	7	8	4	1	7	3	6	36
Elkhart	crew starts	35	39	39	34	39	36	34	256
	crews delayed	13	11	15	9	14	18	9	89
Harrisburg	crew starts	49	47	34	47	51	56	55	339
	crews delayed	16	23	12	13	19	21	25	129
Toledo	crew starts	61	61	45	51	54	61	54	387
	crews delayed	10	14	9	10	14	21	13	91

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-Feb	Sunday 18-Feb	Monday 19-Feb	Tuesday 20-Feb	Wednesday 21-Feb	Thursday 22-Feb	Friday 23-Feb	average
availability%	79%	78%	83%	82%	82%	83%	81%	81%

Notes:

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

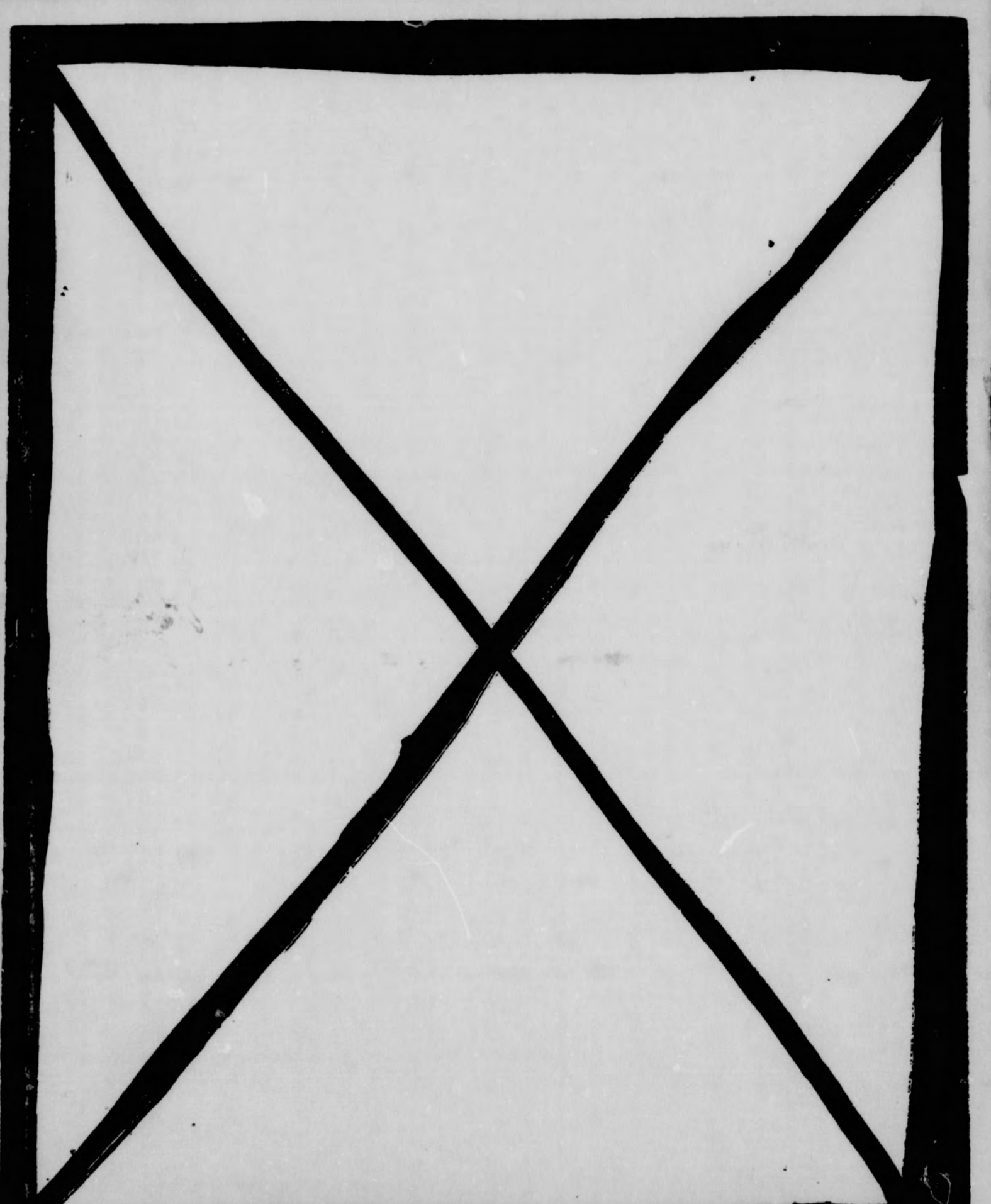
NS Northern Region Crew Starts and Recrews

	Saturday 17-Feb	Sunday 18-Feb	Monday 19-Feb	Tuesday 20-Feb	Wednesday 21-Feb	Thursday 22-Feb	Friday 23-Feb	Grand Total
crew starts	321	303	248	288	321	332	299	2112
recrews	18	18	11	8	9	9	9	72

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

2-22-01

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SURFACE TRANSPORTATION BOARD

Memorandum

ENTERED
Office of the Secretary

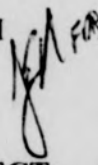
FEB 27 2001

Part of
Public Record



DATE: February 22, 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 To Da Office Solutions. 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

February 21, 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, February 16th. Cars on-line improved from 244,605 to 244,019. Train velocity improved from 21.6 to 21.7 miles-per-hour, while terminal dwell increased slightly from 25.5 to 25.7 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

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved favorably 13 percentage points to 81%. The greater-than-six-hours-late category moved favorably ten percentage points to 5%.

Yards and Terminals

Car volumes and dwell times changed very little, remaining within expected levels at most terminals across the network. Seven of the 14 measured yards showed an improvement in dwell time compared to the prior week.

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 was the I-95 corridor with 97%. Overall, the on-time-to-two-hours-late category moved favorably two percentage points to 83%, and the percent of trains in the greater-than-six-hours-late category move favorably four percentage points to 7%.

Shared Areas

Daily average on hand cars decreased slightly at Oak Island and Pavonia, and increased slightly at North Yard. Overall terminal dwell time was 27.7 hours, compared to 29.9 hours last week. For the week, there were a total of 59 trains delayed for CSXT and NS: 34 for crew, 8 for power, and 17 for late arrivals by CSX and NS.

Additional Measurements

Train Delay Metric: For 749 train starts, weekly train delay totaled 13 hours for Power and 50 hours for Crew. Delay hours for crew and power both increased from the prior week.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 20.5% for the week, up from 18.8% last week.

Daily Crew Availability Percentage: Crew Availability Percentage was 85%, down from 86% the prior week.

Daily Number of Recrews Required: Of 1800 crew starts, 38 (2%) were recrews, improved from 3% the prior week.

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

Locomotives: Gross Locomotives = 3819, Average Available = 3507, and Out-of-Service Ratio = 5.2%, improved from 5.8% the prior week.

Cars Offered in Interchange: averaged 156 cars daily, of which 23 were for the Norfolk Southern. Daily average decreased and the NS average increased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 90% 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 hot-line calls.

CSXT has established 18 key measures for the first quarter of this year. Last week we met the goal for 15 of those measures. Goals were met for derailments, cars on-line, overall velocity, merchandise train velocity, crews on duty over 12 hours, relief crews, hours of crew delay, car

dwell, right connection, on-time origin departure, on-time destination arrival, 30-hour cars, industrial switching, hours of locomotive delay, and leased locomotive out-of-service ratio. Eight of these measurements reached their best performance since Split.

Last week's service measurements for CSXT indicate continued fluidity in operations over the network. The railroad is healthy and is well positioned to absorb increased volumes.

Sincerely,

T. J. Stephenson
Assistant Vice President
Service Measurements

Surface Transportation Board

Performance Measures

For the week ending:

02/16/01

Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	387	410	577	331	497
	Cars On Hand - Empty	277	409	496	475	456
	Cars On Hand - Total	664	819	1073	806	953
	Cars Handled	381	398	525	691	707
	Dwell Hours	42.7	44.6	33.5	33.5	28.0
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	243	275	179	287	235
	Cars On Hand - Empty	163	298	228	422	327
	Cars On Hand - Total	406	573	407	709	562
	Cars Handled	270	462	380	713	295
	Dwell Hours	45.2	26.9	17.1	15.4	25.2
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	84	168	113	200	229
	Cars On Hand - Empty	106	130	139	166	146
	Cars On Hand - Total	190	298	252	366	375
	Cars Handled	220	263	219	379	224
	Dwell Hours	24.0	18.8	23.5	14.6	20.7

CSX Comments: Daily average on hand cars decreased slightly at Oak Island and Pavonia, and increased slightly at North Yard. Overall terminal dwell time was 27.7 hours, down from 29.9 hours last week.

Surface Transportation Board Performance Measures

Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01
North Jersey SAA	Number of Originations	9	12	18	17	17
	% Ontime	33%	33%	39%	29%	29%
	% Late 0-2 Hours	56%	42%	33%	53%	24%
	% Late 2-4 Hours	0%	8%	6%	6%	12%
	% Late 4-6 Hours	11%	17%	11%	6%	24%
	% Late GT 6 Hours	0%	0%	11%	6%	12%
South Jersey SAA	Number of Originations	1	5	5	5	3
	% Ontime	100%	40%	40%	20%	0%
	% Late 0-2 Hours	0%	0%	0%	0%	0%
	% Late 2-4 Hours	0%	20%	0%	20%	33%
	% Late 4-6 Hours	0%	40%	0%	20%	67%
	% Late GT 6 Hours	0%	0%	60%	40%	0%
Detroit SAA	Number of Originations	4	5	5	5	5
	% Ontime	75%	80%	80%	100%	80%
	% Late 0-2 Hours	25%	20%	0%	0%	20%
	% Late 2-4 Hours	0%	0%	0%	0%	0%
	% Late 4-6 Hours	0%	0%	20%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

CSX Comments: Total road train delays were 59 trains. Crew delays were 34 trains for 141 hours; power 8 trains for 44 hours; originating trains 17 for 105 hours, due to late connections.

Surface Transportation Board

Performance Measures

CSXT Cars Offered in Interchange but not Accepted

(Snapshot at Midnight for Day Measured)

Measure	Railroad Offered To	Monday 02/12/01	Tuesday 02/13/01	Wednesday 02/14/01	Thursday 02/15/01	Friday 02/16/01	Daily Average
Cars Offered	NS	0	4	20	20	70	23
	All Other	299	56	155	50	106	133
	Total	299	60	175	70	176	156

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 02/12/01	Tuesday 02/13/01	Wednesday 02/14/01	Thursday 02/15/01	Friday 02/16/01	Weekly Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	100%	50%	100%	100%	90%
MARC	Trains	18	18	18	18	18	90
	% On Time	100%	100%	100%	100%	94%	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	02/10/01	02/11/01	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01	Total
Baltimore	Train Crew Starts	21	14	16	23	21	21	23	139
	Crews Delayed +2 Hours	10	7	5	6	7	5	7	47
	% Delayed +2 Hours	48%	50%	31%	26%	33%	24%	30%	34%
Buffalo	Train Crew Starts	46	36	34	46	48	44	50	304
	Crews Delayed +2 Hours	6	7	6	6	10	12	12	59
	% Delayed +2 Hours	13%	19%	18%	13%	21%	27%	24%	19%
Chicago	Train Crew Starts	31	29	28	24	27	27	30	196
	Crews Delayed +2 Hours	7	5	8	5	7	8	4	44
	% Delayed +2 Hours	23%	17%	29%	21%	26%	30%	13%	22%
Cincinnati	Train Crew Starts	38	31	38	35	33	34	38	247
	Crews Delayed +2 Hours	4	2	7	1	2	0	5	21
	% Delayed +2 Hours	11%	6%	18%	3%	6%	0%	13%	9%
Cleveland	Train Crew Starts	21	23	20	29	15	25	20	153
	Crews Delayed +2 Hours	7	8	7	13	7	7	5	54
	% Delayed +2 Hours	33%	35%	35%	45%	47%	28%	25%	35%
Cumberland	Train Crew Starts	36	33	33	33	40	31	38	244
	Crews Delayed +2 Hours	0	1	3	2	0	0	3	9
	% Delayed +2 Hours	0%	3%	9%	6%	0%	0%	8%	4%
Detroit	Train Crew Starts	5	4	5	5	6	5	4	34
	Crews Delayed +2 Hours	1	0	2	2	3	2	1	11
	% Delayed +2 Hours	20%	0%	40%	40%	50%	40%	25%	32%
Philadelphia	Train Crew Starts	11	5	10	7	10	15	11	69
	Crews Delayed +2 Hours	1	0	2	2	1	4	1	11
	% Delayed +2 Hours	9%	0%	20%	29%	9%	27%	9%	16%
Selkirk	Train Crew Starts	45	36	30	40	47	46	52	296
	Crews Delayed +2 Hours	11	14	10	7	12	7	11	72
	% Delayed +2 Hours	24%	39%	33%	18%	56%	15%	21%	24%
Toledo	Train Crew Starts	28	33	24	26	21	29	29	190
	Crews Delayed +2 Hours	8	6	4	2	2	6	4	32
	% Delayed +2 Hours	29%	18%	17%	8%	10%	21%	14%	17%
Willard	Train Crew Starts	45	14	35	41	46	53	40	274
	Crews Delayed +2 Hours	9	12	1	7	6	8	8	51
	% Delayed +2 Hours	20%	27%	3%	17%	13%	15%	20%	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	02/10/01	02/11/01	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01	Total
Train Delay	Originating Train Starts	109	94	84	114	111	115	122	749
	Delayed Hours - Power	3	2	1	0	7	0	0	13
	Delayed Hours - Crews	9	11	0	1	17	2	10	50

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	02/10/01	02/11/01	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01	Average
Crew Availability		85%	85%	84%	85%	85%	86%	85%	85%

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	02/10/01	02/11/01	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01	Total
Crews/Recrews	Train Crew Starts	27%	221	210	264	270	271	285	1800
	Recrews	7	5	6	5	8	3	4	38
	% Recrewed	3%	2%	3%	2%	3%	1%	1%	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	02/10/01	02/11/01	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01	Average
Locomotives	Gross Fleet Size	3805	3955	3817	3772	3806	3799	3779	3819
	Avg. Number Available	3502	3526	3519	3495	3509	3511	3487	3507
	OOS Ratio	5.3	5.8	5.3	5.0	5.1	4.9	5.1	5.2

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	02/10/01	02/11/01	02/12/01	02/13/01	02/14/01	02/15/01	02/16/01	Average
Train Delay	Philadelphia/South Jersey	4	4	0	4	2	4	3	3
	North Jersey	5	5	4	2	2	6	3	4
	Detroit	2	4	2	2	0	1	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. 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

February 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 February 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. 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.
February 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

February 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

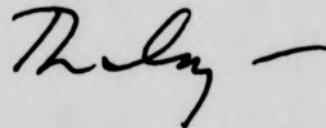
Dear Mr. Clemens:

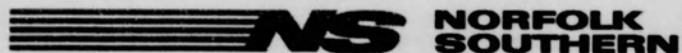
Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line decreased, the average train speed decreased, and the average terminal dwell decreased. On the monitored corridors and Chicago gateway operations, 42 trains were held for terminal delays, 18 trains were held for crews, and 10 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 Oak Island and Pavonia and increased at North Yard. 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. Thirty-four trains were delayed 141 hours for lack of crews and 8 trains were delayed for 44 hours awaiting power. Seventeen originating trains were delayed a total of 105 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 67% of the delay hours reported in the SAAs.

Sincerely,

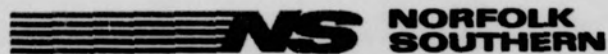




For the week ending 2/16/01

Shared Asset Area - Yard Performance

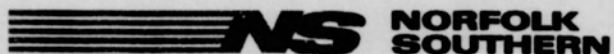
Yard	date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	2/12/01	850	106	84	190	220	24.0
	2/13/01	850	130	168	298	263	18.8
	2/14/01	850	139	113	252	219	23.5
	2/15/01	850	166	200	366	379	14.6
	2/16/01	850	146	229	375	224	20.7
North Yard MI Average		850	137	159	296	261	19.6
Oak Island NJ	2/12/01	1200	277	387	664	381	42.7
	2/13/01	1200	409	410	819	398	44.6
	2/14/01	1200	496	577	1073	525	33.5
	2/15/01	1200	475	331	806	691	33.5
	2/16/01	1200	456	497	953	707	28.0
Oak Island NJ Average		1200	423	440	863	540	35.0
Pavonia NJ	2/12/01	900	163	243	406	270	45.2
	2/13/01	900	298	275	573	462	26.9
	2/14/01	900	228	179	407	380	17.1
	2/15/01	900	422	287	709	713	15.4
	2/16/01	900	327	235	562	295	25.2
Pavonia Average		900	288	244	531	424	23.4



For the week ending 2/16/01

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	2/12/01	4	75%	25%	0%	0%	0%
	2/13/01	5	80%	20%	0%	0%	0%
	2/14/01	5	80%	0%	0%	20%	0%
	2/15/01	5	100%	0%	0%	0%	0%
	2/16/01	5	80%	20%	0%	0%	0%
Detroit Total		24	83%	13%	0%	4%	0%
North Jersey Total	2/12/01	9	33%	56%	0%	11%	0%
	2/13/01	12	33%	42%	8%	17%	0%
	2/14/01	18	39%	33%	6%	11%	11%
	2/15/01	17	29%	53%	6%	6%	6%
	2/16/01	17	29%	24%	12%	24%	12%
North Jersey Total		73	33%	40%	7%	14%	7%
South Jersey Total	2/12/01	1	100%	0%	0%	0%	0%
	2/13/01	5	40%	0%	20%	40%	0%
	2/14/01	5	40%	0%	0%	0%	60%
	2/15/01	5	20%	0%	20%	20%	40%
	2/16/01	3	0%	0%	33%	67%	0%
South Jersey Total		19	32%	0%	16%	26%	26%
Grand Total		116	43%	28%	7%	14%	9%



For the week ending 2/16/01

Shared Asset Area Trains Held

area	Sat 10-Feb	Sun 11-Feb	Mon 12-Feb	Tue 13-Feb	Wed 14-Feb	Thu 15-Feb	Fri 16-Feb	Grand Total
North Jersey	5	5	4	2	2	6	3	27
South Jersey	4	4	0	4	2	4	3	21
Detroit	2	4	2	2	0	1	0	11

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	18	0	43	8	109	178
Total	18	0	43	8	109	178

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

NS Northern Region Train Starts and Delays

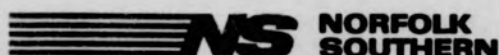
	Saturday 10-Feb	Sunday 11-Feb	Monday 12-Feb	Tuesday 13-Feb	Wednesday 14-Feb	Thursday 15-Feb	Friday 16-Feb	Grand Total
# of Train Starts	161	153	153	159	184	172	170	1152
Delay Cause								
Crew Delays (hrs)	1.3	1.6	0.0	0.7	1.3	15.0	6.4	26.3
Power Delays (hrs)	62.5	25.0	0.0	4.5	23.5	31.1	6.7	153.2

The delay numbers are expressed in hours

Locomotive Fleet Statistics

	Saturday 10-Feb	Sunday 11-Feb	Monday 12-Feb	Tuesday 13-Feb	Wednesday 14-Feb	Thursday 15-Feb	Friday 16-Feb	average
Fleet Size	3374	3409	3437	3427	3431	3412	3394	3412
available	3211	3212	3213	3214	3215	3216	3217	3214
out of service %	4.8%	5.8%	6.5%	6.2%	6.3%	5.7%	5.2%	5.8%

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



NS Crew Starts and Delays

		Saturday 10-Feb	Sunday 11-Feb	Monday 12-Feb	Tuesday 13-Feb	Wednesday 14-Feb	Thursday 15-Feb	Friday 16-Feb	Grand Total
Allentown	crew starts	10	14	10	16	16	16	16	98
	crews delayed	4	7	1	7	5	7	6	37
Bellevue	crew starts	38	36	30	35	40	41	31	251
	crews delayed	14	8	10	17	13	14	7	83
Buffalo	crew starts	20	22	18	26	23	25	23	157
	crews delayed	0	8	2	3	1	4	6	24
Chicago	crew starts	30	34	31	32	34	36	33	230
	crews delayed	13	13	8	13	14	10	12	83
Cincinnati	crew starts	37	37	31	33	35	33	40	246
	crews delayed	3	8	9	8	6	8	6	48
Cleveland	crew starts	10	7	8	9	8	13	11	66
	crews delayed	5	2	3	4	5	8	5	32
Conway	crew starts	57	52	42	49	46	47	57	350
	crews delayed	19	16	11	17	12	12	18	105
Detroit	crew starts	14	14	21	18	18	20	23	128
	crews delayed	6	4	9	5	3	5	11	43
Elkhart	crew starts	32	39	26	36	33	39	40	245
	crews delayed	12	14	14	6	13	14	13	86
Harrisburg	crew starts	49	48	40	50	49	62	50	348
	crews delayed	11	11	12	16	17	14	14	95
Toledo	crew starts	57	54	45	51	55	55	59	376
	crews delayed	27	12	9	10	11	7	16	92

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

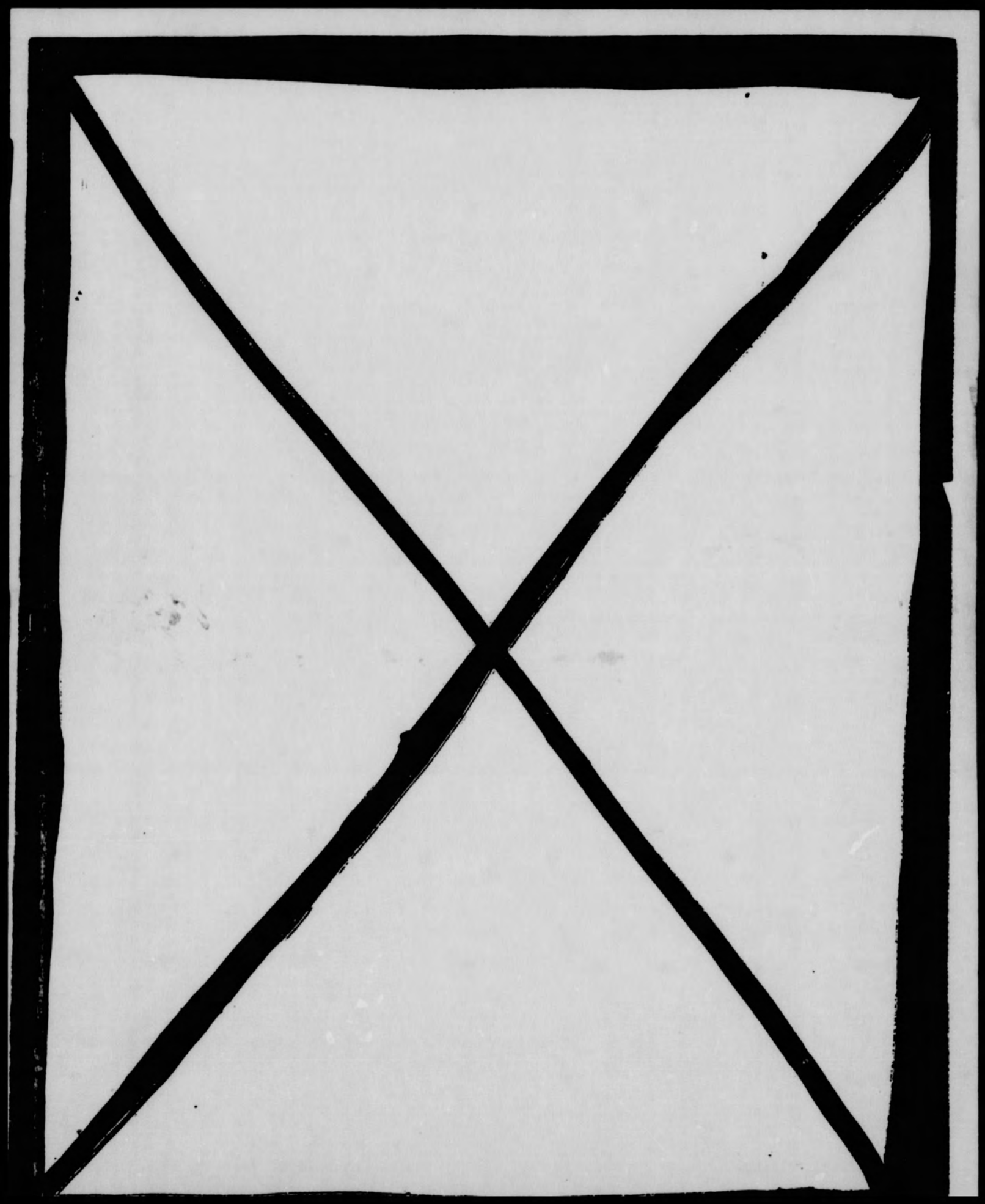
	Saturday 10-Feb	Sunday 11-Feb	Monday 12-Feb	Tuesday 13-Feb	Wednesday 14-Feb	Thursday 15-Feb	Friday 16-Feb	average
availability%	80%	79%	82%	82%	80%	81%	82%	81%

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

NS Northern Region Crew Starts and Recrews

	Saturday 10-Feb	Sunday 11-Feb	Monday 12-Feb	Tuesday 13-Feb	Wednesday 14-Feb	Thursday 15-Feb	Friday 16-Feb	Grand Total
crew starts	313	299	245	312	311	339	322	2141
recrews	9	7	4	11	11	13	9	64

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

2-9-01

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SURFACE TRANSPORTATION BOARD

Memorandum

201 475

ENTERED
Office of the Secretary

FEB 09 2001

Part of
Public Record



DATE: February 9, 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 To Da Office Solutions. 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 (J215)
Jacksonville, FL 32202
(904) 359-1192
FAX: (904) 366-2902
E-mail: Paul_Hitchcock@CSX.com

Paul R. Hitchcock
Assistant General Counsel

January 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.

Mr. Haulter has a new position at CSXT, so I am submitting this report on behalf of CSXT for the month of January. 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).

Very truly yours,

Paul R. Hitchcock

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

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

Table of Contents

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.

STB OPERATIONAL MONITORING REPORT

As of January 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 January 31, 2001

CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location	Project	Status	Expected Completion Date
1) Greenwich, Ohio to Pine Junction, Indiana	Construct 2 nd main track with TCS on B&O including connections.	Complete	4Q 98
2) Quaker to Greenwich, Ohio	Construction by Conrail of 2 nd 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 January 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 January 31, 2001

Infrastructure Maintenance and Expansion Report

CSXT has completed all scheduled construction and other capital projects that we originally identified as being necessary to initially integrate the acquired Conrail lines into the CSXT network. Further projects to improve integration of the former Conrail lines with the CSXT system will be progressed in the future, as they are identified and appear to be needed and cost-justified. In this report, and in later reports, we will be supplementing the Construction and Other Capital Projects section with a discussion of other noteworthy activity related to the maintenance and expansion of the CSXT rail system unrelated to Conrail integration activities, as well as future Conrail integration projects as they may develop.

CSXT continues to address capacity limitations on heavy corridors. As part of the 2000 Track Capacity Capital Program, we completed the extension of main track in Greenwood, SC on Nov. 8. In August, we began construction on a new connection track at Dearborn, MI. This is scheduled for completion on 4/1/01. Phase II of the expansion and reconstruction of Greenwich Yard in Philadelphia was completed on 12/31/2000.

CSXT is now initiating the 2001 Track Capacity Capital Program. This program consists of the construction of \$50.9 million of new sidings and other strategic track connections and capacity enhancements. It is anticipated to complete these projects during 2001.

STB OPERATIONAL MONITORING REPORT

As of January 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	08/01/01
2) Aliquippa, PA	Construct 2 industry support tracks	Completed	06/30/00
3) Baltimore, MD (Bay View YD)	Add crossover BA Tower	N	4/1/01
4) Chicago, IL	Barr SD – TCS – Phase II	Y	12/31/00
5) Chicago, IL	Construct 59 th Street North Lead	Completed	06/30/00
6) Chicago, IL	Construct storage tracks & 3 rd Main at Barr Yard	Y	12/31/00
7) Chicago, IL	TCS Blue Island SD to 75 th Street	Y	03/31/01
8) Cleveland, OH	Construct mainline fueling facility at Collinwood Yard	Completed	08/30/00
9) Columbus, OH	Scioto Interlocking w/NS (ODOT project)	Y	12/31/01
10) Coosa Pines, AL	Construct new 11,200' passing siding	Completed	08/29/00
11) East Cleveland, OH	Noise berms, landscaping	Completed	06/30/00
12) East Fostoria, OH	Extend yard/connection lead	N	Deferred
13) Erie, PA	NS relocation project	Y	12/31/01
14) Erie, PA	Replace CSXT bridge decks over B&LE (CSXT work relating to NS relocation project)	N	8/1/01
15) Fall River, MA	MBTA replacement of 4 undergrade bridges	Y	12/31/00

STB OPERATIONAL MONITORING REPORT

As of January 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
16) Feltonville, PA	Extend siding to 20,200'	Y	03/31/01
17) Franklin, AL	Construct new 11,200' passing siding	Completed	09/15/00
18) Frederick, MD	MARC project	Y	03/31/01
19) Ft. Lauderdale, FL	Construct 45 miles of 2 nd main for TriRail	N	Pending
20) Gallaway, TN	Build siding with 10,000' in clear	Completed	10/1/00
21) Garrett, IN	Construct Randolph St. underpass	Completed	08/30/00
22) Gibraltar, MI	Construct crossover between CSXT and CN	Completed	09/30/00
23) Greenwood, SC	Construct double-track to Salak	Completed	11/06/00
24) Hopkinsville, KY	Install turnouts/signals for new Ft. Campbell lead wye	N	06/30/01
25) Keystone, SC	(Sandpatch to Rockwood, PA)-Upgrade #10 crossovers to power #15's and TCS	Y	3/30/01
26) Lacon to Holmes Gap, AL	Add 8 miles of 2 nd main MP 328-MMP336	Y	06/30/01
27) Lima, OH	Conrail connection track improvements	Completed	05/30/00
28) Louisville, KY	Link Highway Track to Highland Park #2	Completed	06/15/00

STB OPERATIONAL MONITORING REPORT

As of January 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
29) Martinsburg, Hobbs, Miller/Cherry Run, W Cumbo, WV	Eliminate manned interlockings, Phase I	Y	12/31/01
30) McDaniel, TN	Siding extension to 10,000' clear	Completed	09/1/00
31) New Boston, MI	Parking lot expansion	Completed	06/30/00
32) Philadelphia, PA	Greenwich Yard Phase I rehabilitation	Completed	06/30/00
33) Philadelphia, PA	Greenwich Yard Phase II expansion	Completed	12/21/00
34) Teaneck, NJ	Construct siding CP7-CP10	Completed	03/31/00
35) Union City, GA	Construct connection track	Completed	04/15/00
36) Union City-Tilford, GA	Clearance improvement project	Completed	03/15/00
37) W. Baltimore, MD	Convert #10 HTEL to Power #15	Completed	09/30/00
38) Wadley, AL	Extend passing siding to 10,000' clear	Completed	09/15/00
39) Youngstown, OH	Construct Ashtabula Connection for 140 car capacity	Completed	07/15/00

STB OPERATIONAL MONITORING REPORT

As of January 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 January 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&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&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 27th.</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 & Syracuse was successfully cut over on March 13, 2000.</p> <p>Chunk 4 including Selkirk & 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 January 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 & 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 1st.</p> <p>Dual entry into Conrail LDS was discontinued June 15th.</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 January 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 & 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 & 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 & 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 January 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 January 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.

Norfolk Southern Corporation

STB Operational Monitoring Report

As of January 31, 2001

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

Note: Bold print indicates changes from previous report.

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

George A. Aspatore
General Solicitor

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

February 7, 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 January 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

George A. Aspatore
General Solicitor

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February 7, 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 January 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

Surface Transportation Board Operational Monitoring Report
As of January 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 January 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	Signal	Design	In progress
	PA	Estimated Completion Date: 4Q01		Const	
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	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
				Const	Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: Undetermined	Track	Design	Project being defined.
				Grading	
				Const	
			Signal	Design	
				Const	
Bristol	VA	Extend siding 14,255 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete
Buffalo - Cleveland	NY	Traffic control system and remove pole line.	Signal	Design	Complete
	OH	Estimated Completion Date: Complete		Const	Complete
Buffalo	NY	Rehabilitate tracks in sub-leased BPRR yard Estimated Completion Date: 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 January 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 Const	Complete Complete
Butler	IN	Construct track connection Estimated Completion Date: Undetermined	Track	Design	Project being defined.
				Grading	
			Signal	Const 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	Complete
			Signal	Const Design Const	Complete 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	Complete
			Signal	Const Design Const	Complete Complete Complete
Croxtton	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: 3Q01	Track	Design Grade/Pave	In progress
Erie	PA	Erie Track Realign Project Estimated Completion Date: 4Q01	Track	Design	Complete
				Grading	In progress
				Const	In progress
			Signal	Design Const	Complete In progress

Surface Transportation Board Operational Monitoring Report
As of January 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	Project being defined.
			Signal	Design Const	
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: Undetermined	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Hagerstown Sec (Greencastle)	PA	Construct siding Estimated Completion Date: Complete	Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	Complete Complete
Hagerstown Sec	PA	Traffic Control Estimated Completion Date: Complete	Signal	Design Const	Complete Complete
Harrisburg	PA	Construct double track Estimated Completion Date: 1Q01	Land Track	Design Grading Const	Complete Complete Complete
			Signal	Design Const	In progress Complete In progress
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 Estimated Completion Date: 2Q01	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 Bridge	Design Const Design	Complete Complete 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 January 31, 2001

CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Dept	Phase	Status
Pattensburg	NJ	Clearance-9 Bridges	Bridge	Design	Complete
		Estimated Completion Date: Complete		Const	Complete
Pattensburg	NJ	Siding Extensions Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Pattensburg	NJ	Tunnel Clearance Estimated Completion Date: Complete	Bridge	Design	Complete
				Const	Complete
Philadelphia	PA	Construct crossover - Zoo Estimated Completion Date: Undetermined	Track	Design	Project being defined.
				Grading	
			Signal	Const Design Const	
Piney Flats	TN	Extend siding 6,610 feet Estimated Completion Date: Complete	Land		Complete
				Track	Complete
			Signal	Design Grading Const	Complete Complete Complete
				Design Const	Complete Complete
Port Reading	NJ	Chemical Coast Clearance Projects Estimated Completion Date: Complete	Track	Design	Complete
				Const	Complete
			Bridge	Design Const	Complete Complete
Rader	TN	Extend siding 5,189 feet Estimated Completion Date: Complete	Land		Complete
				Track	Complete
			Bridge	Design Grading Const	Complete Complete Complete
				Design Const	Complete Complete
			Signal	Design Const	Complete Complete
				Design Const	Complete Complete
Reading - Philadelphia	PA	Traffic Control System and remove pole line	Signal	Design	Complete
	PA	Estimated Completion Date: 4Q01		Const	
Riverton Jct - Roanoke	VA	Clearance projects	Bridge	Design	Complete
	VA	Estimated Completion Date: Complete		Const	Complete
Sandusky (Bellevue)	OH	Construct Triple Crown Terminal Estimated Completion Date: Complete	Track	Design	Complete
			Building	Grade/Pave Const	Complete Complete
Sandusky- Columbus	OH	Double Track: S 13.60 - S 26.00 Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete

Surface Transportation Board Operational Monitoring Report
As of January 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 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
				Const	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	Project being defined.
			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	Project being defined.
				Grade/Pave	
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

Surface Transportation Board Operational Monitoring Report
As of January 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: Bold print indicates changes from previous report. If status of project phase is blank, work on that part of the project has not yet begun.

Surface Transportation Board Operational Monitoring Report

As of January 31, 2001

CUSTOMER SERVICE

Systems and Personnel Training

Operating Area	Project	Status
TRANSPORTATION		
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
	Systems	Complete
	Personnel Training	
Locomotive Management	Prepare training materials; conduct pilot sessions	Complete
	Trainer orientation	Complete
	Train employees at 8 Conrail locations	Complete

Surface Transportation Board Operational Monitoring Report
As of January 31, 2001

CUSTOMER SERVICE

Operating Area	Project	Status
OPERATIONS PERSONNEL		
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
CUSTOMER SERVICE		
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.

CUSTOMER SERVICE

Transition Process

Transition team members for NS in Philadelphia working in Customer Service were released at the end of February. Call volumes have leveled off as general service levels improve and remain at the approximate levels originally projected. The phone trace system, which is an automated feature of our toll-free line that allows a customer to trace the location of its cars by keying in car numbers on the telephone key pad, continues to work as expected.

Personnel

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

FD-33388

1-18-01

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201344

SURFACE TRANSPORTATION BOARD

Memorandum

201344



ENTERED
Office of the Secretary

JAN 18 2001

DATE: January 18, 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 To Da Office Solutions. If there are any questions, please don't hesitate to contact me or Ed Nelson.

Attachments

cc: Chairman Morgan
Vice Chairman Burkes
Commissioner Clyburn
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 17, 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, January 12th. Cars on-line increased slightly from 250,640 to 250,812 cars. Terminal dwell improved from 39.1 to 27.1 hours, and train velocity improved from 20.3 to 20.8 miles-per-hour. These measurements reflect a return to normal operations following the holiday period. Moderating weather conditions on the northern territory have also had a positive impact on operations.

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

Chicago Gateway Operations

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved favorably by 22 percentage points to 55%. The greater-than-six-hours-late category moved favorably 24 percentage points to 39%. This reflects the more normal winter weather on the routes leading to Chicago.

Yards and Terminals

Car volumes and dwell times returned to expected levels at most terminals across the network. Thirteen of the 14 measured yards showed an improvement in dwell time compared to the prior week.

Corridor Performance

All 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 was the I-95 corridor with 92%. Overall, the on-time-to-two-hours-late category moved favorably 25 percentage points to 75%, and the percent of trains in the greater-than-six-hours-late category moved favorably 19 percentage points to 16%.

Shared Areas

Daily average on hand cars decreased at Oak Island and Pavonia, and increased slightly at Detroit North Yard. Overall terminal dwell time was 35.1 hours, compared to 44.0 hours last week. For the week, there were a total of 64 trains delayed for CSXT and NS: 33 for crew, 6 for power, and 25 for late arrivals by CSX and NS.

Additional Measurements

Train Delay Metric: For 771 train starts, daily Train Delay totaled 15 hours for Power and 35 hours for Crew. Crew delay improved from the prior week, while trains delayed for power increased slightly.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 25.9% for the week, an improvement from 33.1% last week.

Daily Crew Availability Percentage: Crew Availability Percentage improved to 86%, up from 82% the prior week.

Daily Number of Recrews Required: Of 1885 crew starts, 45 (2%) were recrews, down from 5% the prior week.

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

Locomotives: Gross Locomotives = 3897, Average Available = 3523, and Out-of-Service Ratio = 5.9%, down from 6.5% the prior week.

Cars Offered in Interchange: averaged 240 cars daily, of which 17 were allocated to Norfolk Southern. Daily average and the NS average both increased from the prior week.

On-time performance, passenger trains through Brunswick, MD: 30% for 10 AMTRAK trains (Pittsburgh - Washington) and 89% for 80 MARC trains (West Virginia - Washington).

Buffalo Customer Service (Hot-Line): the customer service center received no hot-line calls seeking assistance in tracing cars.

CSXT has established 18 key measures for the first quarter of this year. Last week we met the goal for 14 of those measures. Goals were met for train derailments, overall velocity, merchandise train velocity, slow orders, crews on duty over 12 hours, relief crews, hours of crew delay, car dwell, right connection, on-time origin departure, on-time destination arrival, industrial switching, hours of locomotive delay, and leased locomotive out-of-service ratio.

Sincerely,

T. J. Stephenson
Assistant Vice President
Service Measurements

Surface Transportation Board

Performance Measures

For the week ending: 01/12/01

Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	536	458	490	509	444
	Cars On Hand - Empty	329	274	422	482	461
	Cars On Hand - Total	865	732	912	991	905
	Cars Handled	639	326	583	611	405
	Dwell Hours	45.4	36.5	37.1	30.3	32.8
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	324	369	268	303	232
	Cars On Hand - Empty	224	219	364	432	446
	Cars On Hand - Total	548	588	632	735	678
	Cars Handled	533	367	282	637	375
	Dwell Hours	47.2	28.3	25.6	25.0	33.5
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	216	237	250	221	238
	Cars On Hand - Empty	300	277	297	232	195
	Cars On Hand - Total	516	514	547	453	433
	Cars Handled	169	134	133	179	162
	Dwell Hours	47.2	40.7	20.1	41.8	32.8

CSX Comments: Daily average on hand cars decreased at Oak Island and Pavonia, and increased slightly at Detroit North Yard. Overall terminal dwell time was 35.1 hours, down from 44.0 hours last week.

Surface Transportation Board Performance Measures

Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01
North Jersey SAA	Number of Originations	12	12	16	15	15
	% Ontime	33%	17%	25%	13%	33%
	% Late 0-2 Hours	25%	42%	19%	27%	47%
	% Late 2-4 Hours	17%	25%	25%	27%	13%
	% Late 4-6 Hours	8%	8%	6%	13%	7%
	% Late GT 6 Hours	17%	8%	25%	20%	0%
South Jersey SAA	Number of Originations	4	5	6	6	5
	% Ontime	50%	20%	50%	33%	40%
	% Late 0-2 Hours	25%	20%	0%	0%	0%
	% Late 2-4 Hours	0%	0%	17%	0%	20%
	% Late 4-6 Hours	0%	20%	33%	33%	20%
	% Late GT 6 Hours	25%	40%	0%	33%	20%
Detroit SAA	Number of Originations	3	5	6	5	6
	% Ontime	33%	40%	67%	20%	67%
	% Late 0-2 Hours	67%	60%	33%	40%	33%
	% Late 2-4 Hours	0%	0%	0%	20%	0%
	% Late 4-6 Hours	0%	0%	0%	20%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

CSX Comments: Total road train delays were 64 trains. Crew delays were 33 trains for 200 hours; power 6 trains for 17 hours; originating trains 25 for 145 hours, due to late connections.

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	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Average
Cars Offered	NS	0	28	31	3	22	17
	All Other	262	74	319	289	171	223
	Total	262	102	350	292	193	240

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	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Totals
AMTK	Trains	2	2	2	2	2	10
	% On Time	50%	0%	0%	50%	50%	30%
MARC	Trains	18	18	18	18	18	90
	% On Time	94%	100%	78%	94%	78%	89%

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	01/06/01	01/07/01	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Total
Baltimore	Train Crew Starts	21	12	16	18	18	19	16	120
	Crews Delayed +2 Hours	3	5	5	8	5	10	9	45
	% Delayed +2 Hours	14%	42%	31%	44%	28%	53%	56%	38%
Buffalo	Train Crew Starts	48	42	30	43	47	47	49	306
	Crews Delayed +2 Hours	10	8	9	11	7	9	12	66
	% Delayed +2 Hours	21%	19%	30%	26%	15%	19%	24%	22%
Chicago	Train Crew Starts	22	24	29	28	26	21	24	174
	Crews Delayed +2 Hours	7	9	14	6	8	7	4	55
	% Delayed +2 Hours	32%	38%	48%	21%	31%	33%	17%	32%
Cincinnati	Train Crew Starts	33	40	33	35	35	32	36	244
	Crews Delayed +2 Hours	3	2	2	0	1	0	2	10
	% Delayed +2 Hours	9%	5%	6%	0%	3%	0%	6%	4%
Cleveland	Train Crew Starts	27	24	32	24	23	22	24	176
	Crews Delayed +2 Hours	13	5	11	6	4	12	4	55
	% Delayed +2 Hours	48%	21%	34%	25%	17%	55%	17%	31%
Cumberland	Train Crew Starts	37	40	30	23	33	39	34	236
	Crews Delayed +2 Hours	6	9	12	8	9	7	12	63
	% Delayed +2 Hours	16%	23%	40%	35%	27%	18%	35%	27%
Detroit	Train Crew Starts	7	4	5	5	4	6	4	35
	Crews Delayed +2 Hours	3	0	3	2	1	1	1	11
	% Delayed +2 Hours	43%	0%	60%	40%	25%	17%	25%	31%
Philadelphia	Train Crew Starts	15	10	12	11	11	13	12	84
	Crews Delayed +2 Hours	2	0	3	2	1	3	5	16
	% Delayed +2 Hours	13%	0%	25%	18%	9%	23%	42%	19%
Selkirk	Train Crew Starts	42	41	35	37	44	45	49	293
	Crews Delayed +2 Hours	10	17	20	7	17	7	11	89
	% Delayed +2 Hours	24%	41%	57%	19%	39%	16%	22%	30%
Toledo	Train Crew Starts	26	30	24	22	23	29	23	177
	Crews Delayed +2 Hours	9	8	1	4	4	4	5	35
	% Delayed +2 Hours	35%	27%	4%	18%	17%	14%	22%	20%
Willard	Train Crew Starts	41	48	36	49	42	42	42	300
	Crews Delayed +2 Hours	14	20	10	14	6	9	10	83
	% Delayed +2 Hours	34%	42%	28%	29%	14%	21%	24%	28%

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	01/06/01	01/07/01	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Total
Train Delay	Originating Train Starts	111	108	112	101	106	113	120	771
	Delayed Hours - Power	4	6	5	0	0	0	0	15
	Delayed Hours - Crews	5	8	9	0	6	7	0	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	01/06/01	01/07/01	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Average
Crew Availability		85%	86%	86%	86%	87%	87%	85%	86%

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	01/06/01	01/07/01	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Total
Crews/Recrews	Train Crew Starts	285	259	254	257	274	274	282	1885
	Recrews	11	7	5	6	5	7	4	45
	% Recrewed	4%	3%	2%	2%	2%	3%	1%	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	01/06/01	01/07/01	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Average
Locomotives	Gross Fleet Size	3947	3937	3918	3861	3875	3865	3876	3897
	Avg. Number Available	3496	3483	3500	3518	3502	3589	3573	3523
	OOS Ratio	6.8	7.3	6.5	5.5	5.2	4.8	5.4	5.9

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	01/06/01	01/07/01	01/08/01	01/09/01	01/10/01	01/11/01	01/12/01	Average
Train Delay	Philadelphia/South Jersey	2	4	7	2	3	2	2	3
	North Jersey	7	3	6	6	3	5	6	5
	Detroit	1	1	2	0	1	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

January 17, 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 January 12, 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 17, 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

January 17, 2001

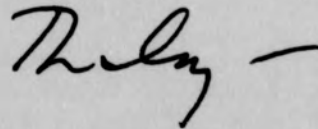
Mr. Melvin F. Clemens, Jr.
Director, Office of Compliance and Enforcement
Surface Transportation Board
1925 K Street, NW
Washington, D.C. 20423-0001

Dear Mr. Clemens:

Norfolk Southern's performance metrics remain within normal operating range. The number of cars on line increased, the average train speed increased, and the average terminal dwell decreased. On the monitored corridors and Chicago gateway operations, 60 trains were held for terminal delays, 26 trains were held for crews, and 14 trains were held for power.

In the Shared Assets Areas, daily average on-hand car volume decreased at Oak Island and Pavonia and increased slightly at North Yard. All volume counts were within expected operating norms for comparable periods. Overall average terminal dwell time decreased. The number of reported road train delays for crews and power increased from last week: 33 trains were delayed 200 hours for lack of crews and 6 trains were delayed for 17 hours awaiting power. Twenty-five originating trains were delayed a total of 145 hours due to late arrivals from CSXT and/or NS. Together, these delays accounted for 62% of the delay hours reported in the SAAs.

Sincerely,

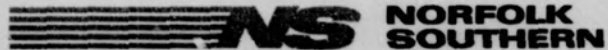




For the week ending 1/12/01

Shared Asset Area - Yard Performance

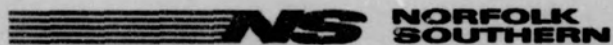
Yard	date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	1/8/01	850	300	216	516	169	47.2
	1/9/01	850	277	237	514	134	40.7
	1/10/01	850	297	250	547	133	20.1
	1/11/01	850	232	221	453	179	41.8
	1/12/01	850	195	238	433	162	32.8
North Yard MI Average		850	260	232	493	155	37.2
Oak Island NJ	1/8/01	1200	329	536	865	639	45.4
	1/9/01	1200	274	458	732	326	36.6
	1/10/01	1200	422	490	912	583	37.1
	1/11/01	1200	482	509	991	611	30.3
	1/12/01	1200	461	444	905	405	32.8
Oak Island NJ Average		1200	394	487	881	513	36.8
Pavonia NJ	1/8/01	900	224	324	548	533	47.2
	1/9/01	900	219	369	588	367	28.3
	1/10/01	900	364	268	632	282	25.6
	1/11/01	900	432	303	735	637	25.0
	1/12/01	900	446	232	678	375	33.5
Pavonia Average		900	337	299	636	439	32.5



For the week ending 1/12/01

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	8-Jan	3	33%	67%	0%	0%	0%
	9-Jan	5	40%	60%	0%	0%	0%
	10-Jan	6	67%	33%	0%	0%	0%
	11-Jan	5	20%	40%	20%	20%	0%
	12-Jan	6	67%	33%	0%	0%	0%
Detroit Total		25	48%	44%	4%	4%	0%
North Jersey Total	8-Jan	12	33%	25%	17%	8%	17%
	9-Jan	12	17%	42%	25%	8%	8%
	10-Jan	16	25%	19%	25%	6%	25%
	11-Jan	15	13%	27%	27%	13%	20%
	12-Jan	15	33%	47%	13%	7%	0%
North Jersey Total		70	24%	31%	21%	9%	14%
South Jersey Total	8-Jan	4	50%	25%	0%	0%	25%
	9-Jan	5	20%	20%	0%	20%	40%
	10-Jan	6	50%	0%	17%	33%	0%
	11-Jan	6	33%	0%	0%	33%	33%
	12-Jan	5	40%	0%	20%	20%	20%
South Jersey Total		26	38%	8%	8%	23%	23%
Grand Total		121	32%	29%	15%	11%	13%

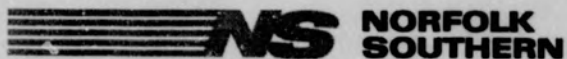


For the week ending 1/12/01

Shared Asset Area Trains Held

area	Sat 06-Jan	Sun 07-Jan	Mon 08-Jan	Tue 09-Jan	Wed 10-Jan	Thu 11-Jan	Fri 12-Jan	Grand Total
North Jersey	7	3	6	6	3	5	6	36
South Jersey	2	4	7	2	3	2	2	22
Detroit	1	1	2	0	1	0	1	6

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	58	61	42	20	44	225
other	0	0	0	0	26	26
Total	58	61	42	20	70	251

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

NS Northern Region Train Starts and Delays

	Saturday 6-Jan	Sunday 7-Jan	Monday 8-Jan	Tuesday 9-Jan	Wednesday 10-Jan	Thursday 11-Jan	Friday 12-Jan	Grand Total
# of Train Starts	161	152	153	166	170	188	173	1163
Delay Cause								
Crew Delays (hrs)	1.6	0.0	0.0	7.1	1.6	3.1	5.0	18.3
Power Delays (hrs)	46.8	28.8	4.3	0.0	35.9	49.6	28.0	193.2

The delay numbers are expressed in hours

Locomotive Fleet Statistics

	Saturday 6-Jan	Sunday 7-Jan	Monday 8-Jan	Tuesday 9-Jan	Wednesday 10-Jan	Thursday 11-Jan	Friday 12-Jan	average
Fleet Size	3461	3451	3454	3441	3423	3395	3374	3428
available	3176	3177	3178	3179	3180	3181	3182	3179
out of service %	8.2%	7.9%	8.0%	7.6%	7.1%	6.3%	5.7%	7.3%

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

NS Crew Starts and Delays

		Saturday 6-Jan	Sunday 7-Jan	Monday 8-Jan	Tuesday 9-Jan	Wednesday 10-Jan	Thursday 11-Jan	Friday 12-Jan	Grand Total
Allentown	crew starts	12	11	13	18	16	15	14	99
	crews delayed	6	6	5	6	5	2	6	36
Bellevue	crew starts	30	35	31	37	29	39	33	233
	crews delayed	10	10	4	8	11	7	10	60
Buffalo	crew starts	19	22	20	22	22	26	22	153
	crews delayed	6	4	2	3	5	3	3	26
Chicago	crew starts	36	34	31	30	38	37	34	240
	crews delayed	15	9	15	11	19	21	15	105
Cincinnati	crew starts	32	40	32	33	38	41	32	248
	crews delayed	6	16	6	6	10	7	3	54
Cleveland	crew starts	13	11	10	8	7	10	16	75
	crews delayed	6	5	3	4	4	3	6	31
Conway	crew starts	58	48	46	42	50	47	56	347
	crews delayed	20	14	18	8	13	16	23	112
Detroit	crew starts	15	12	14	20	19	16	20	116
	crews delayed	7	5	1	5	6	3	6	33
Elkhart	crew starts	38	38	35	34	31	45	41	262
	crews delayed	15	11	18	14	10	20	15	103
Harrisburg	crew starts	49	40	42	50	54	52	52	339
	crews delayed	16	12	16	20	17	17	23	121
Toledo	crew starts	64	46	39	43	54	53	44	343
	crews delayed	18	10	6	10	16	13	14	87

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 6-Jan	Sunday 7-Jan	Monday 8-Jan	Tuesday 9-Jan	Wednesday 10-Jan	Thursday 11-Jan	Friday 12-Jan	average
availability%	82%	80%	82%	85%	85%	87%	86%	84%

Notes:

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

NS Northern Region Crew Starts and Recrews

	Saturday 6-Jan	Sunday 7-Jan	Monday 8-Jan	Tuesday 9-Jan	Wednesday 10-Jan	Thursday 11-Jan	Friday 12-Jan	Grand Total
crew starts	322	289	261	294	303	321	316	2106
recrews	9	5	12	14	16	19	13	68

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

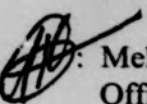
Memorandum



197509
197509

DATE: March 2, 2000

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
MAR 02 2000
Part of
Public Record



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

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

Attachments

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



500 Water Street (J407)
Jacksonville, FL 32202
Phone (904) 366-4684
Fax (904) 359-1571

Danford L. Price
Assistant Vice President -
Service Measurements

March 1, 2000

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, February 25th.

Overall train velocity decreased this week, from 18.2 to 17.8 miles-per-hour. Average daily total cars on line decreased 1193 cars to 266,092. Terminal dwell increased slightly from 33.3 to 33.5 hours from the prior week. There was little shutdown for President's Day as CSX continued to clean up yards and terminals. Limitations, in certain areas, on crew availability during the holiday weekend contributed to this week's results. The most affected terminals were Cumberland MD, Savannah GA, Waycross GA, and Albany NY.

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

Chicago Gateway Operations

Traffic was heavy for all carriers this reporting week. Traffic improvements through the area enabled the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago to increase 28 percentage points.

Yards and Terminals

Car volumes continued to be strong, and overall dwell hours increased slightly across the network. This week, seven of the 14 terminals showed an improvement in terminal dwell. Holiday weekend considerations aside, crew availability continued to remain high, and improved availability of locomotives on the Northern Lines has improved the operation of the railroad.

Corridor Performance

All but one of the six corridors showed an improvement from the prior week. The best train performance during this week was the East St. Louis to Northeast corridor, which improved 10 percentage points from the prior week. Second place belonged to the I - 95 corridor. On-time-to-two-hours-late category improved 16 percentage points, and the percent of trains in the greater-than-six-hours-late category moved favorable by nine percentage points.

Shared Areas

The daily average of cars on hand cars decreased at all three locations, most significantly at Oak Island. The decline reflects improved conditions where industrial inventories have been worked down. Overall terminal dwell time decreased from 36.9 hours to 31.3 hours. Road train delays for crew and power increased over the prior week. A total of 11 originating trains were delayed due to late arrivals from CSXT and/or NS.

Additional Measurements

Train Delay Metric: For 726 train starts, Train Delay totaled 188 hours for Power and 580 hours for Crew. Power delays were down 70%, while crew delays were up 49% from the previous reporting week. The weekend was a pay day for train crews. It is normal to see an increase in crew delay on pay day weekends.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 36.4% for the week, the same as the prior week.

Daily Crew Availability Percentage: Crew Availability Percentage averaged 81%, down one percentage point from the prior week.

Daily Number of Recrews Required: Of 1845 crew starts, 102 (6%) were recrews, which was slightly down from the prior week.

Shared Asset Areas Train Delay Metric: SAA Train Delays averaged three trains for North Jersey, with Detroit and South Jersey averaging two trains.

Locomotives: Gross Locomotives = 4093, Average Available = 3703, and Out-of-Service Ratio = 5.4%, a 7% improvement from the prior week.

Cars Offered in Interchange: averaged 207 cars daily, of which 78 were allocated to Norfolk Southern.

Blocked Sidings or Multiple Main Lines: totaled four for the week, down from a total of nine reported the prior week

On-time performance, passenger trains through Brunswick, MD: 40% for 10 AMTRAK trains (Pittsburgh – Washington) and 96% for 90 MARC trains (West Virginia – Washington). Traffic congestion over the route delayed Amtrak trains this week.

Buffalo Customer Service (Hot-Line): the customer service center received one hot-line call, seeking assistance in tracing cars. The request was resolved.

This week field teams continued reviews of the major CSX yards to make recommendations for improvements in terminal dwell. Terminal personnel as well as Service Planning have been involved to facilitate the reviews. The train performance this week showed a strong rebound with the improving conditions at Chicago. CSX continues to analyze its operating plan to develop fluidity across the network and ensure customer needs are achieved.

Sincerely,

Danford L. Price
Assistant Vice President
Service Measurements

Surface Transportation Board

Performance Measures

For the week ending: 02/25/00

Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	427	318	391	491	525
	Cars On Hand - Empty	371	388	470	406	494
	Cars On Hand - Total	798	706	861	897	1019
	Cars Handled	497	375	496	562	334
	Dwell Hours	44.3	43.8	32.5	36.7	38.8
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	318	316	321	363	361
	Cars On Hand - Empty	355	222	343	339	387
	Cars On Hand - Total	673	538	664	702	748
	Cars Handled	373	221	560	351	516
	Dwell Hours	50.6	27.0	24.0	33.5	23.5
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	156	223	229	203	256
	Cars On Hand - Empty	86	123	110	148	80
	Cars On Hand - Total	242	346	339	351	336
	Cars Handled	237	89	306	249	415
	Dwell Hours	10.8	21.7	18.1	24.0	20.3

CSX Comments: Daily average on hand cars decreased at all three locations, most significantly at Oak Island. The decline reflects continued improved conditions in satellite yards where industrial inventories continue to be worked down by customers. Overall terminal dwell time decreased from 33.5 hours to 31.3 hours. There was improvement at all three locations, especially multilevel at Detroit North Yard and merchandise/local traffic at Pavonia and Oak Island.

Surface Transportation Board

Performance Measures

For the week ending: 02/25/00

Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00
North Jersey SAA	Number of Originations	7	19	15	14	13
	% Ontime	43%	21%	13%	36%	23%
	% Late 0-2 Hours	14%	32%	33%	7%	15%
	% Late 2-4 Hours	0%	21%	7%	14%	8%
	% Late 4-6 Hours	14%	0%	20%	21%	8%
	% Late GT 6 Hours	29%	26%	27%	21%	46%
South Jersey SAA	Number of Originations	4	5	4	6	9
	% Ontime	0%	40%	25%	33%	33%
	% Late 0-2 Hours	25%	0%	25%	17%	11%
	% Late 2-4 Hours	0%	20%	25%	17%	11%
	% Late 4-6 Hours	0%	0%	0%	0%	0%
	% Late GT 6 Hours	75%	40%	25%	33%	44%
Detroit SAA	Number of Originations	6	8	9	10	9
	% Ontime	17%	0%	22%	10%	11%
	% Late 0-2 Hours	33%	38%	22%	30%	44%
	% Late 2-4 Hours	17%	25%	22%	30%	22%
	% Late 4-6 Hours	17%	25%	11%	0%	11%
	% Late GT 6 Hours	17%	13%	22%	30%	11%

CSX Comments: Road train delays for crew and power increased over the prior week. Eleven originating trains were delayed due to late arrivals from the CSXT and NS.

Surface Transportation Board

Performance Measures

For the week ending: 02/25/00

CSXT Cars Offered in Interchange but not Accepted

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Average
Cars Offered	NS	178	121	38	39	12	78
	All Other	0	164	190	117	175	129
	Total	178	285	228	156	187	207

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 Blocked Sidings or Multiple Main Lines

(Snapshot at 14:30 for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Track Type	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Total
Blocked	Sidings	0	0	1	0	0	1
	Multiple Main Lines	0	2	0	1	0	3
	Total	0	2	1	1	0	4

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

CSXT On Time Passenger Train Performance

"Brunswick Line"

Between West Virginia/Washington, DC

		Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Service	Measure	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Average
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	50%	50%	0%	0%	40%
MARC	Trains	8	18	18	18	18	80
	% On Time	100%	89%	100%	94%	100%	96%

AMTK measured according to contract with CSXT.

Surface Transportation Board

Performance Measures

For the week ending: 02/25/00

CSXT Train Crew Delay

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	02/19/00	02/20/00	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Total
Baltimore	Train Crew Starts	16	9	14	14	24	15	17	109
	Crews Delayed +2 Hours	8	6	9	9	23	7	11	73
	% Delayed +2 Hours	50%	67%	64%	64%	96%	47%	65%	67%
Buffalo	Train Crew Starts	40	43	30	45	49	47	40	294
	Crews Delayed +2 Hours	5	13	7	9	9	12	12	67
	% Delayed +2 Hours	13%	30%	23%	20%	18%	26%	30%	23%
Chicago	Train Crew Starts	20	17	25	27	24	21	25	159
	Crews Delayed +2 Hours	13	10	9	12	8	8	16	76
	% Delayed +2 Hours	65%	59%	36%	44%	33%	38%	64%	48%
Cincinnati	Train Crew Starts	31	33	38	33	40	33	35	243
	Crews Delayed +2 Hours	4	5	11	9	8	3	9	49
	% Delayed +2 Hours	13%	15%	29%	27%	20%	9%	26%	20%
Cleveland	Train Crew Starts	20	33	18	23	23	23	21	161
	Crews Delayed +2 Hours	5	4	4	5	5	6	9	38
	% Delayed +2 Hours	25%	12%	22%	22%	22%	26%	43%	24%
Cumberland	Train Crew Starts	27	27	30	32	37	34	36	223
	Crews Delayed +2 Hours	11	6	13	17	26	26	25	124
	% Delayed +2 Hours	41%	22%	43%	53%	70%	76%	69%	56%
Detroit	Train Crew Starts	2	3	4	5	6	5	3	28
	Crews Delayed +2 Hours	0	1	0	2	0	1	1	5
	% Delayed +2 Hours	0%	33%	0%	40%	0%	20%	33%	18%
Philadelphia	Train Crew Starts	5	8	8	6	7	6	12	52
	Crews Delayed +2 Hours	1	2	2	3	3	3	4	18
	% Delayed +2 Hours	20%	25%	25%	50%	43%	50%	33%	35%
Selkirk	Train Crew Starts	37	35	35	43	40	45	38	273
	Crews Delayed +2 Hours	16	14	17	17	10	10	12	96
	% Delayed +2 Hours	43%	40%	49%	40%	25%	22%	32%	35%
Toledo	Train Crew Starts	20	25	24	32	21	31	31	184
	Crews Delayed +2 Hours	11	12	8	15	9	16	13	84
	% Delayed +2 Hours	55%	48%	33%	47%	43%	52%	42%	46%
Willard	Train Crew Starts	34	33	33	48	40	42	44	274
	Crews Delayed +2 Hours	7	7	13	19	12	11	11	80
	% Delayed +2 Hours	21%	21%	39%	40%	30%	26%	25%	29%

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

For the week ending: 02/25/00

CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	02/19/00	02/20/00	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Total
Train Delay	Originating Train Starts	85	100	101	110	113	118	99	726
	Delayed Hours - Power	115	10	25	0	15	7	16	188
	Delayed Hours - Crews	213	179	103	19	29	13	24	580

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	02/19/00	02/20/00	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Average
Crew Availability	% Available	79%	80%	81%	82%	82%	83%	83%	81%

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	02/19/00	02/20/00	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Total
Crews/Recrews	Train Crew Starts	239	256	237	275	281	280	272	1840
	Recrews	28	8	9	10	13	13	21	102
	% Recrewed	12%	3%	4%	4%	5%	5%	8%	6%

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

For the week ending: 02/25/00

CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	02/19/00	02/20/00	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Total
Locomotives	Gross Fleet Size	4071	4090	4081	4106	4100	4104	4101	4093
	Avg. Number Available	3684	3708	3692	3696	3696	3727	3715	3703
	OOS Ratio	5.6	5.4	5.5	5.3	5.4	5.4	5.4	5.4

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	02/19/00	02/20/00	02/21/00	02/22/00	02/23/00	02/24/00	02/25/00	Average
Train Delay	Philadelphia/South Jersey	0	2	3	4	3	1	1	2
	North Jersey	2	4	4	3	5	1	3	3
	Detroit	2	1	3	1	4	1	1	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. The measure will be a composite of CSX and NS trains.

George A. Aspatore
General Solicitor

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

March 1, 2000

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 February 25, 2000, enclosed are schedules reporting Train Origination Performance, Yard Performance, and Trains Held in the Shared Assets Areas. Please note that the methodology used to calculate terminal dwell for the SAAs has been modified. In an effort to provide more consistency in reporting and a more accurate indication of terminal productivity, the methodology has been adapted to conform with that used by NS.

Also enclosed is a schedule showing a daily snapshot of NS Cars Offered in Interchange but not Accepted, NS Blocked Sidings and Multiple Main Lines, 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.
March 1, 2000
Page 2

I am including a letter written by Tony L. Ingram that discusses delays in our rail operations. Mr. Ingram, who will direct and supervise NS field operations, has assumed this responsibility in light of Jon Manetta's retirement. If you have any questions or need additional information, please call me.

Sincerely,

George A. Aspatore
General Solicitor

Enclosures

March 1, 2000

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:

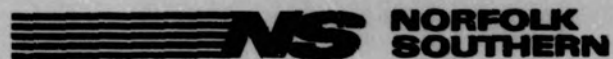
Upon Jon Manetta's very recent retirement I assumed responsibility for reporting to you on Norfolk Southern operating performance under Decision No. 89 in Finance Docket No. 33388. This week's report indicates continued positive trends in that performance. Average train speed exceeded the 20-mph mark for the first time since the Split Date, and the cars on line measure showed a notable drop. Also, overall average terminal dwell time decreased as the magnitude of fluctuations continues to be fairly consistent and within an expected range. On the monitored corridors and Chicago gateway operations, 95 trains were held for terminal congestion, 31 trains were held for crews, and 36 trains were held for power.

With respect to our customer service hotline in Buffalo, no calls were received.

In the Shared Assets Areas, lack of power resulted in 16 trains being delayed for 319 hours, while 20 trains were held for 242 hours awaiting crews. Additionally, 11 originating trains were delayed for 63 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 74% of the train delay hours in the SAAs.

I look forward to this new responsibility and the opportunity it affords me to inform you of our progress.

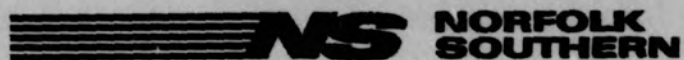
Sincerely,



For the week ending 2/25/00

Shared Asset Train Origination Performance

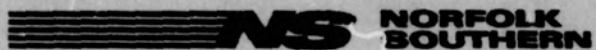
location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	2/21/00	6	17%	33%	17%	17%	17%
	2/22/00	8	0%	38%	25%	25%	13%
	2/23/00	9	22%	22%	22%	11%	22%
	2/24/00	10	10%	30%	30%	0%	30%
	2/25/00	9	11%	44%	22%	11%	11%
Detroit Total		42	12%	33%	24%	12%	19%
North Jersey Total	2/21/00	7	43%	14%	0%	14%	29%
	2/22/00	19	21%	32%	21%	0%	26%
	2/23/00	15	13%	33%	7%	20%	27%
	2/24/00	14	36%	7%	14%	21%	21%
	2/25/00	13	23%	15%	8%	8%	46%
North Jersey Total		68	25%	22%	12%	12%	29%
South Jersey Total	2/21/00	4	0%	25%	0%	0%	75%
	2/22/00	5	40%	0%	20%	0%	40%
	2/23/00	4	25%	25%	25%	0%	25%
	2/24/00	6	33%	17%	17%	0%	33%
	2/25/00	9	33%	11%	11%	0%	44%
South Jersey Total		28	29%	14%	14%	0%	43%
Grand Total		138	22%	24%	16%	9%	29%



For the week ending 2/25/00

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	2/21/00	850	86	156	242	237	10.8
	2/22/00	850	123	223	346	89	21.7
	2/23/00	850	110	229	339	306	18.1
	2/24/00	850	148	203	351	249	24.0
	2/25/00	850	80	256	336	415	20.3
North Yard MI Average		850	109	213	323	259	18.8
Oak Island NJ	2/21/00	1200	371	427	798	497	44.3
	2/22/00	1200	388	318	706	375	43.8
	2/23/00	1200	470	391	861	496	32.5
	2/24/00	1200	406	491	897	562	36.7
	2/25/00	1200	494	525	1019	334	38.8
Oak Island NJ Average		1200	426	430	856	453	38.9
Pavonia NJ	2/21/00	900	355	318	673	373	50.6
	2/22/00	900	222	316	538	221	27.0
	2/23/00	900	343	321	664	560	24.0
	2/24/00	900	339	363	702	351	33.5
	2/25/00	900	387	361	748	516	23.5
Pavonia Average		900	329	336	665	404	30.8

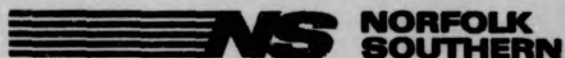


For the week ending 2/25/00

Shared Asset Area Trains Held

area	Sat 19-Feb	Sun 20-Feb	Mon 21-Feb	Tue 22-Feb	Wed 23-Feb	Thu 24-Feb	Fri 25-Feb	Grand Total
North Jersey	2	4	4	3	5	1	3	22
South Jersey		2	3	4	3	1	1	14
Detroit	2	1	3	1	4	1	1	13

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 19-Feb	Sunday 20-Feb	Monday 21-Feb	Tuesday 22-Feb	Wednesday 23-Feb	Thursday 24-Feb	Friday 25-Feb	Grand Total
# of Train Starts	173	147	171	174	197	178	181	1221
Delay Cause								
Crew Delays (hrs)	6.5	4.5	13.7	8.0	0.0	4.8	5.5	42.9
Power Delays (hrs)	55.8	159.0	49.3	18.3	177.5	66.0	42.5	568.3

The delay numbers are expressed in hours

NS Blocked Sidings and Multiple Main Lines

track	Monday 21-Feb	Tuesday 22-Feb	Wednesday 23-Feb	Thursday 24-Feb	Friday 25-Feb	total
Multiple Main	0	0	0	0	0	0
Siding	0	0	0	0	0	0
Grand Total	0	0	0	0	0	0

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

Locomotive Fleet Statistics

	Saturday 19-Feb	Sunday 20-Feb	Monday 21-Feb	Tuesday 22-Feb	Wednesday 23-Feb	Thursday 24-Feb	Friday 25-Feb	average
Fleet Size	3639	3627	3656	3705	3632	3636	3617	3645
available	3374	3369	3364	3441	3386	3397	3383	3388
out of service %	7.3%	7.1%	8.0%	7.1%	6.8%	6.6%	6.5%	7.0%

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

NS Crew Starts and Delays

		Saturday 19-Feb	Sunday 20-Feb	Monday 21-Feb	Tuesday 22-Feb	Wednesday 23-Feb	Thursday 24-Feb	Friday 25-Feb	Grand Total
Allentown	crew starts	14	16	16	17	20	21	19	123
	crews delayed	7	7	7	4	5	8	4	42
Bellevue	crew starts	44	48	42	45	45	48	44	323
	crews delayed	18	21	23	24	20	23	17	143
Buffalo	crew starts	22	24	21	28	28	29	30	162
	crews delayed	5	9	3	7	7	6	5	42
Chicago	crew starts	39	37	36	31	38	40	37	258
	crews delayed	21	16	21	14	15	25	19	131
Cincinnati	crew starts	34	33	32	40	38	43	33	253
	crews delayed	15	18	13	24	15	18	9	112
Cleveland	crew starts	20	22	24	23	21	23	22	155
	crews delayed	9	10	7	11	6	14	6	63
Conway	crew starts	51	42	44	50	55	56	51	349
	crews delayed	20	10	18	24	17	24	14	127
Detroit	crew starts	18	20	22	21	28	21	22	152
	crews delayed	12	10	9	13	12	12	6	74
Elkhart	crew starts	48	44	39	34	39	40	40	284
	crews delayed	11	15	19	14	11	23	11	104
Harrisburg	crew starts	52	49	53	53	52	64	58	381
	crews delayed	10	13	18	11	13	25	13	103
Toledo	crew starts	58	52	42	51	55	61	53	372
	crews delayed	13	12	17	12	17	12	10	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 19-Feb	Sunday 20-Feb	Monday 21-Feb	Tuesday 22-Feb	Wednesday 23-Feb	Thursday 24-Feb	Friday 25-Feb	average
availability%	79%	79%	81%	84%	85%	84%	84%	82%

Notes:

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

NS Northern Region Crew Starts and Recrews

	Saturday 19-Feb	Sunday 20-Feb	Monday 21-Feb	Tuesday 22-Feb	Wednesday 23-Feb	Thursday 24-Feb	Friday 25-Feb	Grand Total
crew starts	378	348	343	384	370	408	405	2636
recrews	33	37	34	30	49	35	43	261

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

