

STB

FD-33388

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# Memorandum



DATE: February 7, 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

FEB - 8 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 DC News. 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 (J215)  
Jacksonville, FL 32202  
(904) 366-4092  
FAX: (904) 359-2263

R.J. Haulter  
Assistant Vice President-Integration Planning

January 31, 2000

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
Information Technology .....	Pages 4-7
Customer Service .....	Pages 8-9
Training.....	Page 10

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

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

Very truly yours,

Bob Haulter

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

Paul R. Hitchcock - J150  
Senior Counsel

**CSX TRANSPORTATION, INC.**  
**STB OPERATIONAL MONITORING REPORT**  
**As of January 31, 2000**

**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
Information Technology .....	Pages 4-7
Customer Service .....	Pages 8-9
Training.....	Page 10

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



# **STB OPERATIONAL MONITORING REPORT**

**As of January 31, 2000**

## **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, 2000

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Status	Expected Completion Date
1)	Greenwich, Ohio to Pine Junction, Indiana	Construct 2 <sup>nd</sup> main track with TCS on B&O including connections.	Complete	4Q 98
2)	Quaker to Greenwich, Ohio	Construction by Conrail of 2 <sup>nd</sup> main track with TCS.	Complete	4Q 98
3)	Willard, Ohio	Yard Expansion	Complete	1Q 99
4a)	Crestline, Ohio	a) Construct or rehabilitate connection tracks with Indianapolis Line.	a) Complete	2Q 99
4b)	Sidney, Ohio	b) Connection Track	b) Complete	4Q 98
4c)	Marion, Ohio	c) Rehabilitate Connection Track	c) Complete	1Q 99
5)	Carleton, Michigan	Connect track with Conrail	Complete	4Q 98
6a)	Alice, Indiana	a) Siding Extension	a) Complete	a) 3Q 98
6b)	Harwood, Indiana	b) Siding Extension	b) Complete	b) 4Q 98
7a)	Chicago, Illinois	a) Intermodal Expansions	a) Complete	a) 3Q 98
7b)	Cleveland, Ohio	b) Intermodal Expansions	b) Complete	b) 1Q 99
7c)	Philadelphia, Pennsylvania	c) Intermodal Expansions	c) Underway	c) 1Q 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, 2000

### 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, 2000

## 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><i>All EC is complete</i></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, 2000

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Operations Personnel Crew Management	<p>Separation of callings desks (CSX, NS, SAC) in Dearborn, MI has been pre-negotiated and is in place. There will be a phased roll-out of eight calling desks to TECS – the CSX Crew Calling System. The first desk will be rolled out 50 days after Day 1.</p> <p>T&amp;E Crews will continue to submit paper time sheets to Dearborn, MI until the TECS desk roll-out is completed. Paperless payroll implementation will take place 2 weeks after each TECS desk implementation. The entire roll-out will take approximately seven months.</p>	<p>Systems development in process and on schedule.</p> <p>The TECS desk roll-out is still on schedule.</p> <p>All desks have been cut over to TECS.</p> <p>Paperless payroll training was completed Dec. 10, 1999</p> <p><b><i>Crew Callers have been moved from Dearborn to Jacksonville – Crew Management is complete.</i></b></p>	<p>CSX Payroll officers will train T&amp;E employees on the CSX Payroll system immediately following the implementation of TECS. Local Chairman will participate in the training. Training documents have been prepared and presented to Conrail personnel.</p> <p>Training sessions have been 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 5 phases after Day 1.</p>	<p>Systems development in process and on schedule.</p> <p>Toledo Stanley Yard was cut-over to CSX systems July 27<sup>th</sup>.</p> <p>Indianapolis Field Roll-Out was successfully cut-over on Oct 11.</p> <p><b><i>Cleveland, Collingwood and Columbus, Ohio was successfully cut-over on January 10</i></b></p> <p><b><i>Next Field Roll-Out scheduled for March 2000.</i></b></p>	<p>Conrail Car Management team has been hired for the transition period. Training of Conrail Car Management staff has begun and is scheduled for completion by the end of May.</p> <p>Training of affected field location personnel to begin 30 days prior to each field roll-out phase.</p> <p><b><i>Training for next Field Roll-out began 01/17.</i></b></p>



# STB OPERATIONAL MONITORING REPORT

As of January 31, 2000

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Transportation Locomotive Management	<p>CSX Locomotive Management System (LMS) will be used to manage locomotives in CSX acquired territory beginning on Day 1. This will occur from the Operations Center in Philadelphia, PA for approximately 180 days after Day 1. The management team in Philadelphia will consist of two locomotive managers and one senior locomotive manager. Dual entry of locomotive assignments will be made to the Conrail Locomotive Distribution System (LDS). Shutdown of Conrail LDS will accompany field roll-out and will be dependent upon other Conrail Systems (TRIMS &amp; TMS) no longer relying on assignments being passed from Conrail LDS.</p> <p>Within 180 days after Day 1, locomotive management for the acquired Conrail territory will be relocated to the Kenneth Dufford Center in Jacksonville. Two CSX Locomotive Managers will manage the acquired territory at that time.</p>	<p>Implementation was completed June 1<sup>st</sup>.</p> <p>Dual entry into Conrail LDS was discontinued June 15<sup>th</sup>.</p> <p>The locomotive management of the acquired territory was transitioned to the Kenneth Dufford Center in Jacksonville, FL on July 12, 1999.</p> <p><b><i>Locomotive Management is Complete.</i></b></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, 2000

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Transportation Train Dispatching	<p>Train dispatchers will continue to use current Conrail systems. Phase 1 geographic realignments will separate dispatchers into CSX, NS &amp; SAC entities within current division offices. Phase 1 will complete 90-120 days after Day 1.</p> <p>Phase 2 division realignment will move dispatchers to acquiring road's division. CSX Cleveland East dispatcher in Dearborn, MI will move to CSX headquarters in Indianapolis, IN. CSX Chesapeake &amp; Riverline dispatchers in Mt. Laurel, NJ will move to CSX headquarters in Albany, NY. Phase 2 will complete 90-120 days after an implementing agreement has been reached.</p> <p>Phase 2 moves are contingent upon Phase 1 realignment completion for territory being transferred. Also contingent upon an implementing agreement being in place with the ATDD.</p>	<p>Systems development has been completed and implementation is proceeding on schedule.</p> <p>Phase 1 realignments :</p> <p>Albany, Indianapolis &amp; Philadelphia complete.</p> <p>Dearborn Division started.</p> <p>Dearborn will be complete 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><b><i>Train Dispatching is complete.</i></b></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, 2000**

## **Customer Service Progress Report**

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

### **The Transition Process**

*The second major segment of the former Conrail territory was implemented January 10, 2000 on schedule, and is now up and running on CSX work order and yard systems. The implemented area included major terminals at Columbus and Cleveland, Ohio. The territory extends from Fort Wayne, Indiana to just west of Erie, Pennsylvania. Also included in this area were Lima and Marion, Ohio. From a Customer Service standpoint, the transition went smoothly, with no noteworthy disruptions attributable to the systems implementation.*

*We are now planning for the third of four regional areas to be cut over to CSX systems. This segment lies adjacent to the first two and includes major terminals in Buffalo, Niagara Falls, Rochester and Syracuse, New York. The territory extends from west of Erie, Pennsylvania to Utica, New York, including the "North Country" branch from Syracuse to Massena, New York. "Lessons learned" from the first two implementations are being incorporated into the new workplan.*

### **Personnel**

*We plan to duplicate the training and mentoring procedures used in the first two implementations when we transition the New York area to CSX systems. Minor adjustments will be made to the actual training and implementation procedures as we carry over what we learned from the previous cut overs. Classroom training in Pittsburgh has begun, with completion planned to immediately precede the actual cut over. As before, Contract Specialists, Command Center, and Technology Personnel will be on hand to effect the transition. In addition, mentors will be placed in the critical field locations to assist yardmasters and crews as needed.*

## **STB OPERATIONAL MONITORING REPORT**

**As of January 31, 2000**

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

#### **Customer Familiarization**

The customer familiarization processes used previously will also be duplicated. Tariffs will be published and distributed for supplemental billing purposes, and procedures put in place to convert the records for the *first 12 days of March* from the Conrail to the CSX demurrage system, so the customers will see only one bill for the month. *All customers will be notified of impending changes, including a personal visit by the CSX Marketing Group. Customers will also be contacted by our Electronic Commerce group.*

*The standard brochure has been personalized for each of these customers by the Electronic Commerce Customer Integration Center to explain our EC offerings and initiatives, with special telephone numbers and other vital data attached. The special brochures include such items as car ordering procedures, rate changes, and bill of lading submission procedures.*

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



# **STB OPERATIONAL MONITORING REPORT**

**As of January 31, 2000**

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

### **Clerical Employees**

*Field rollout training and coaching for the Cleveland area clerical force was completed on January 14, 2000. One-on-one training sessions were conducted in Crestline and Cleveland, Ohio. We have identified and scheduled all clerks in the Buffalo area who will require training prior to the March 13 cutover. One-on-one training sessions will begin in this area Monday, February 6, 2000.*

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

*Field Rollout training designed for train service employees to learn how to use and complete CSX Train Documentation was completed on January 9, 2000. A very successful Field Rollout for the Cleveland area began on January 10, 2000. FRO Training for the Buffalo area is scheduled to begin on February 1, 2000, and continue until March 12 in preparation for the Rollout scheduled for March 13, 2000.*

### **Field Transportation Supervisors**

*Field rollout training for the Cleveland was completed on January 14<sup>th</sup>. Field rollout training consisted of applications related to train movement both in terminals/yards and on the line-of-road. Implementation for this began on January 9<sup>th</sup> and was completed on January 25<sup>th</sup>. Coaches provided on-the-job assistance during the implementation period. Coaching for the implementation consisted of sitting with Trainmasters and Yardmasters on the job to assist with mainframe applications relative to train movement.*

### **Crew Management**

*All Conrail crew dispatchers are in the process of moving to Jacksonville. Orientation sessions are being held with the crew dispatchers in Jacksonville as the desks are cut over. The final cut over is scheduled for 01/24/00. Final orientation is scheduled for 01/28/99. This will complete relocation for all Conrail crew dispatchers from Dearborn, MI to Jacksonville, FL.*

### **Customer Service**

*Field rollout training for the National Customer Service Center employees who support the Buffalo area is on schedule. This comprehensive training program includes basic instruction, extensive hands-on practice, and an extensive simulation that uses all the tools of the production system. Training is offered on both first and second shift in two sessions prior to field rollout.*



**David A. Shelton**  
Attorney

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February 4, 2000

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, 2000.  
Please let me know if you need any additional information.

Sincerely,

Enclosure

# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of January 31, 2000*

<b>Reporting Requirement</b>	<b>Page</b>
Item 1. Labor Implementing Agreements .....	2
Item 2. Construction and Other Capital Projects .....	3
Item 3. Information Technology .....	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 January 31, 2000*

## **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, 2000

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Dept	Phase	Status
Alexandria	IN	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Allentown - Reading	PA	Traffic Control System Estimated Completion Date: 4Q00	Signal	Design Const	In progress
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
			Bridge	Const	Complete
				Design	Complete
			Signal	Const Design Const	Complete Complete Complete
Ashtabula	OH	Construct connection track Estimated Completion Date: 1Q00	Track	Design Const	Complete Complete
			Signal	Const	In progress
Attica	IN	Extend siding 4,580 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: 1Q01	Track	Design	Project being defined.
				Grading	
			Signal	Const Design Const	
Bristol	VA	Extend siding 14,255 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Const	Complete
				Design Const	Complete Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Buffalo - Cleveland	NY	Traffic control system and remove pole line. Estimated Completion Date: Complete	Signal	Design Const	Complete Complete
Buffalo	NY	Rehabilitate tracks in sub-leased BPRR yard Estimated Completion Date: Complete	Track	Const	Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of January 31, 2000*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Buffalo	NY	Construct connection to BPRR yard Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
Buffalo	NY	Reconstruct portion of Bison Yard Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	Complete
Butler	IN	Construct track connection Estimated Completion Date: 2Q01	Track	Design	Project being defined.
				Grading	
				Const	
			Signal	Design	
Chicago	IL	Expand and improve 47th St Yard Intermodal Terminal Estimated Completion Date: 3Q00	Track	Design	In progress
				Grade/Pave	In progress
Cloggsville	OH	Track Rehabilitation Estimated Completion Date: Complete	Track	Design	Complete
				Const	Complete
Cloggsville	OH	Construct second main Estimated Completion Date: 4Q00	Track	Design	Complete
				Grading	In progress
				Const	In progress
			Bridge	Design	Complete
			Signal	Const	In progress
				Design	Complete
Columbus	OH	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	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	Complete
				Design	Complete
				Const	Complete
Croxtan	NJ	Expand and improve intermodal terminal Estimated Completion Date: 2Q00	Track	Design	Complete
				Grade/Pave	In progress
E-Rail	NJ	Expand and improve intermodal terminal Estimated Completion Date: 2Q01	Track	Design	In progress
				Grade/Pave	



**Surface Transportation Board Operational Monitoring Report**  
*As of January 31, 2000*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Erie	PA	Erie Track Realign Project Estimated Completion Date: 4Q00	Track	Design Grading Const	In progress
			Signal	Design Const	Complete
Flemington	NJ	Construct 12,500 foot siding Estimated Completion Date: 1Q01	Track	Design Grading Const	Project being defined.
			Signal	Design Const	
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: 2Q01	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
			Signal	Design Const	Complete
Hagerstown Sec	PA	Traffic Control Estimated Completion Date: 4Q00	Signal	Design Const	In progress
Harrisburg	PA	Construct double track Estimated Completion Date: 1Q00	Land		In progress
			Track	Design Grading Const	Complete
			Signal	Design Const	In progress
				Design Const	Complete
Harrisburg (Rutherford)	PA	Construct intermodal terminal Estimated Completion Date: 3Q00	Track	Design Grade/Pave	Complete
					In progress
Harrisburg - Reading	PA	Traffic Control System and remove pole line	Signal	Design	Complete
	PA	Estimated Completion Date: 4Q00		Const	In progress
KD Tower - Cumberland Falls	KY	Extending double track 40,120 feet Estimated Completion Date: Complete	Track	Design Grading Const	Complete
			Signal	Design Const	Complete
				Design Const	Complete
				Design Const	Complete
Knoxville - Chattanooga	TN	Double Stack Clearances	Track	Design	Complete
	TN	Estimated Completion Date: Complete	Bridge	Design	Complete
Marshfield	IN	Upgrade and extend siding 7,908 feet Estimated Completion Date: Complete	Land		Complete
			Track	Design Grading Const	Complete
			Bridge	Design Const	Complete
				Design Const	Complete
			Signal	Design Const	Complete
				Design Const	Complete

# Surface Transportation Board Operational Monitoring Report

As of January 31, 2000

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location	Project	Dept	Phase	Status
Oak Harbor	OH Construct track connection Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Pattensburg	NJ Clearance-9 Bridges Estimated Completion Date: Complete	Bridge	Design	Complete
			Const	Complete
Pattensburg	NJ Siding Extensions Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Pattensburg	NJ Tunnel Clearance Estimated Completion Date: Complete	Bridge	Design	Complete
			Const	Complete
Philadelphia	PA Construct crossover -- Zoo Estimated Completion Date: 2Q01	Track	Design	Project being defined.
			Grading	
			Const	
		Signal	Design	
Piney Flats	TN Extend siding 6,610 feet Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
Port Reading	NJ Chemical Coast Clearance Projects Estimated Completion Date: 1Q00		Const	Complete
		Track	Design	In progress
		Bridge	Design	Complete
			Const	Complete
Rader	TN Extend siding 5,189 feet Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Bridge	Design	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Reading - Philadelphia	PA Traffic Control System and remove pole line Estimated Completion Date: 4Q00	Signal	Design	Complete
			Const	
Riverton Jct - Roanoke	VA Clearance projects Estimated Completion Date: Complete	Bridge	Design	Complete
			Const	Complete
Sandusky (Bellevue)	OH Construct Triple Crown Terminal Estimated Completion Date: Complete	Track	Design	Complete
		Building	Grade/Pave	Complete
			Const	Complete

**Surface Transportation Board Operational Monitoring Report**  
*As of January 31, 2000*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	Project	Dept	Phase	Status
Sandusky-Columbus	OH Double track: S 13.60 – S 26.00 Estimated Completion Date: 1Q00	Track	Design	Complete
			Grading	Complete
			Const	In progress
		Signal	Design Const	Complete In progress
Sandusky-Columbus	OH Double track: S 78.10 – S 88.40 Estimated Completion date: 2Q00	Land		In progress
		Track	Design	In progress
			Grading	
			Const	
		Signal	Design Const	Complete
Sandusky-Columbus	OH Double track: S 88.20 – S 95.60 Estimated Completion Date: 1Q00	Land		In progress
		Track	Design	Complete
			Grading	In progress
			Const	In progress
		Signal	Design Const	Complete In progress
Sidney	IL Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete Complete
Sido	MO Double tracking 36,458 track feet Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Bridge	Design Const	Complete Complete
		Signal	Design	Complete
			Const	Complete
Sloan	IL Extend siding 5,027 track feet Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete Complete
Southern Tier	NY Southern Tier Rehabilitation Estimated Completion Date: 2Q01	Track		Project being defined.
		Bridge	Const Design Const	In progress
St. Louis (Mitchell)	MO Expand Mitchell Triple Crown Terminal Estimated Completion Date: 1Q00	Track	Design	Complete
			Grade/Pave	In progress
		Signal	Design Const	Complete Complete
Toledo	OH Intermodal Terminal Estimated Completion Date: 2Q01	Track	Design Grade/Pave	Project being defined.
Tolono	IL Track Connection Estimated Completion Date: 1Q00	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete In progress

**Surface Transportation Board Operational Monitoring Report**  
*As of January 31, 2000*

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	Project	Dept	Phase	Status
Vermillion	OH Track Connection Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Wabash	IN Construct connection track Estimated Completion Date: Complete	Track	Const	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, 2000

## INFORMATION TECHNOLOGY

### *Systems and Personnel Training*

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



# Surface Transportation Board Operational Monitoring Report

As of January 31, 2000

## INFORMATION TECHNOLOGY

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

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

**Note:** The Board has asked NS to report on any IT efforts relative to the Southern Tier and the Buffalo area.

Although there are no initiatives tailored to a specific area, NS is putting particular emphasis on IT issues systemwide and continues to address them with the rollout of the Thoroughbred Yard Enterprise System and the Train Information System, continued monitoring and refining of the NS data system's interaction with the Shared Assets Area systems, and daily monitoring of information quality. These efforts will improve service throughout the NS network, including of course the Southern Tier and the Buffalo area.

**Surface Transportation Board Operational Monitoring Report**  
*As of January 31, 2000*

**CUSTOMER SERVICE**

***Transition Process***

**Transition team members for NS in Philadelphia working in Customer Service are due to be released at the end of February. Call volumes are leveling off as general service levels improve and are now 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.

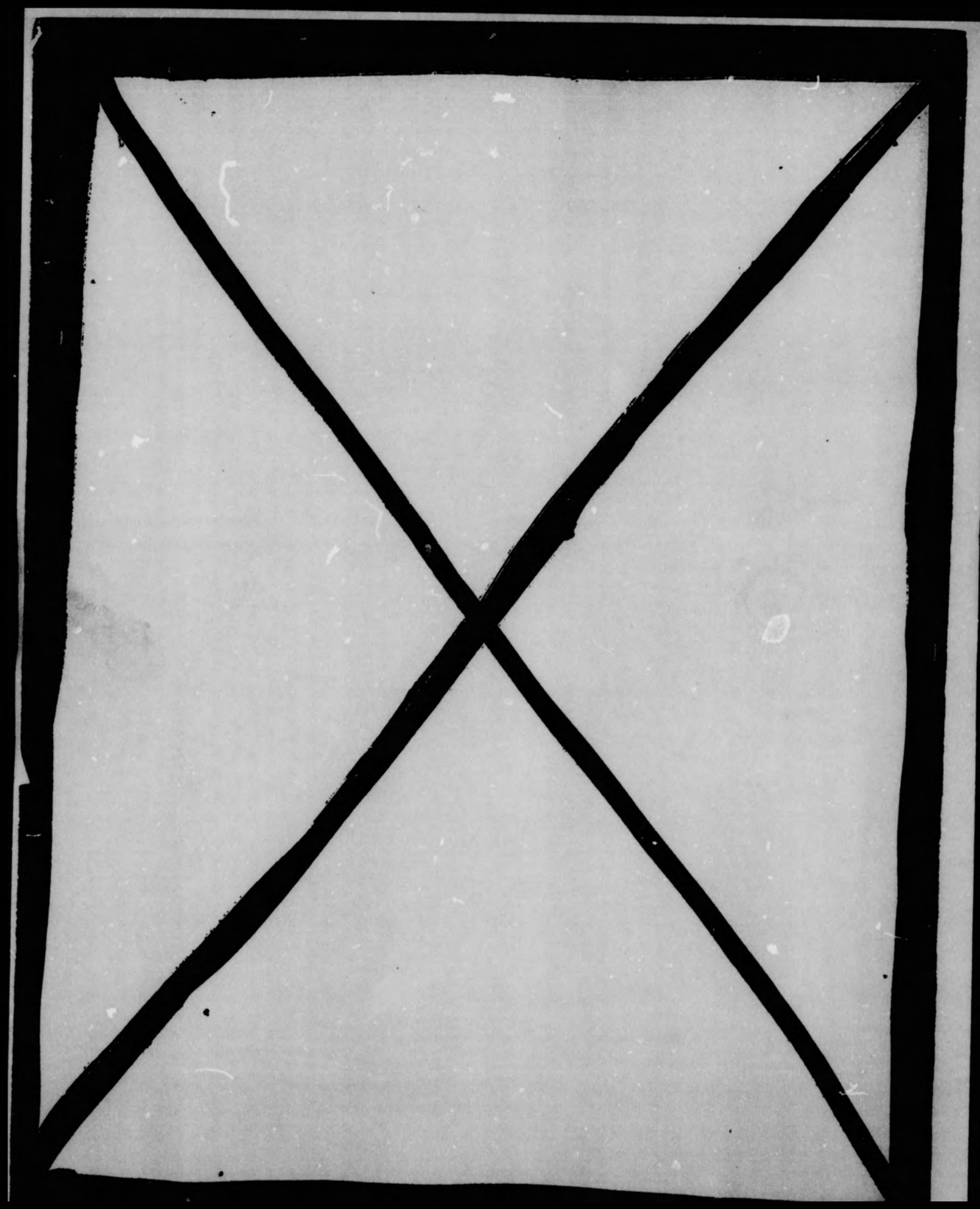
***Customer Awareness***

NS continues to host customer meetings to evaluate and provide feedback on the Company's planning processes and strategies. NS continues to hold meetings and make numerous 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 report.



STB

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1-21-00

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SURFACE TRANSPORTATION BOARD

# Memorandum

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Office of the Secretary

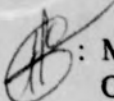
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Part of  
Public Record



DATE: February 3, 2000

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

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement

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

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

#### Attachments

cc: Chairman Morgan  
Vice Chairman 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

February 2, 2000

Mr. Melvin F. Clemens, Jr.  
Director, Office of Compliance and Enforcement  
Surface Transportation Board  
The Mercury Building  
1925 K Street, N.W., 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 28<sup>th</sup>. For this reporting week, CSXT continued to be hampered by strong winter weather conditions across major portions of the network, delaying trains and crews from normal operations. CSXT engineering crews in the northeast preceded many trains to ensure safe operating conditions. Sleet, ice, and high snow accumulations also resulted in delays with operations.

Average daily total cars on line were again essentially flat when compared to the prior week. There was an increase in terminal dwell hours when compared to the prior week. Overall train velocity declined from 18.6 to 17.9 miles-per-hour.

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**

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved unfavorable by four percentage points. Traffic conditions remain moderate within the Chicago area. Some delays were caused by extreme weather conditions enroute to the gateway.

#### **Yards and Terminals**

Car volumes and dwell hours continue to remain steady despite the extreme weather conditions. This week, three of the fourteen terminals showed an improvement in terminal dwell. Cleveland, Buffalo, Selkirk, and locations along the eastern coast experienced challenging weather conditions this week. Although availability of crews and power remained high, operations in some locations were hampered by weather.

CSXT is making progress with other carriers in the Buffalo Terminal to improve the regularity of interchange pickup and delivery at Frontier Yard. Both the number of cars handled and the dwell numbers at Buffalo (Frontier) improved from the previous week.

### **Corridor Performance**

The best train performance during this week were the East St. Louis to Northeast and New Orleans to Carolinas corridors. However, none of the six corridors improved performance when compared to the previous week in the on-time-to-two-hours-late category, and the overall on-time-to-two-hours-late category decreased nineteen percentage points. The percent of trains in the greater-than-six-hours-late category increased eighteen percentage points. With the wide spread weather conditions that were evident this week, all of the corridors experienced some delay.

### **Shared Areas**

The daily average of cars on hand was virtually unchanged from the prior week at all three locations. Overall terminal dwell time increased from 40.9 hours to 44.1 hours. There was a decrease in road train delays for crew (42%) and power (19%) over the prior week. Five originating trains were delayed due to late arrivals from either CSX or NS. Some of the delays were caused by the winter storms in the northeast that had a negative impact on train departures throughout the week.

### **Additional Measurements**

**Train Delay Metric:** For 723 train starts, Train Delay totaled 524 hours for Power and 244 hours for Crew.

**Train Crew Delay Metric:** The percent of crews not departing within two hours of the on-duty time averaged 37% for the week, an increase of six percentage points from the prior week.

**Daily Crew Availability Percentage:** Crew Availability Percentage again averaged 85%, or the same from the prior week.

**Daily Number of Recrews Required:** Of 1862 crew starts, 148 (8%) were recrews, the same as reported from the prior week. This very high level of availability has significantly helped keep the railroad moving during the challenging weather situation.

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

**STEPTOE & JOHNSON LLP**

**ATTORNEYS AT LAW**

196554  
1330 Connecticut Avenue, NW  
Washington, DC 20036-1795

Telephone 202.429.3000  
Facsimile 202.429.3902  
www.steptoelaw.com

**ENTERED**  
Office of the Secretary

**JAN 24 2000**

**Part of  
Public Record**

DAVID H. COBURN  
(202) 429-8063  
dcoburn@steptoelaw.com



January 21, 2000

**VIA HAND DELIVERY**

The Honorable Vernon A. Williams  
Secretary  
Surface Transportation Board  
Room 711  
1925 K Street, N.W.  
Washington, D.C. 20423

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

Dear Secretary Williams:

Further to the requirement in Ordering Paragraph No. 22 at page 177 of Decision NO. 89 in the above proceeding, CSX Corporation and CSX Transportation, Inc. ("CSX") hereby submit the attached fourth quarterly report reflecting the origins, destinations and cross-Hudson River routings for truck traffic at those intermodal terminals in Northern New Jersey and Massachusetts that were allocated to CSX by virtue of the Conrail transaction or operated by CSX prior to that transaction (Little Ferry, NJ; North Bergen, NJ; Kearny, NJ; Boston, MA; Springfield, MA; and Worcester, MA). This fourth report covers the three month period between September 1 and November 30, 1999. Traffic was surveyed for six non-consecutive days during those three months, with two of the survey dates falling during each of the three surveyed months.

Please note that with respect to the attached New Jersey report, the data reflects the ultimate origin or destination of the surveyed traffic utilizing the George Washington Bridge. The report also shows the volume of surveyed traffic using other Hudson River crossings and the much larger volume of traffic handled at the New Jersey intermodal terminals that does not cross the Hudson River (see "west of Hudson" figure). Please further note that the Massachusetts

WASHINGTON

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LOS ANGELES

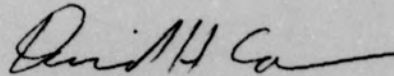


The Honorable Vernon A. Williams  
January 21, 2000  
Page 2

survey reflects the volume of surveyed traffic which crosses the George Washington Bridge and that which does not utilize the George Washington Bridge.

Please direct any questions concerning this report to the undersigned.

Respectfully,

A handwritten signature in dark ink, appearing to read "David H. Coburn", with a long horizontal flourish extending to the right.

David H. Coburn  
Attorney for CSX Corporation and CSX  
Transportation, Inc.

DHC:dyj  
Attachments

**CSX CORPORATION**  
**Intermodal Survey Report No. 4**

**January 21, 2000**  
**Page 1 of 1**

**New Jersey Terminals**

**Survey Results for September 1 through November 30, 1999**

ST	CITY	INBOUND	OUTBOUND	TOTAL
CT	Hartford	0	1	1
CT	New Haven	1	3	4
CT	Stamford	4	5	9
CT	Suffield	0	1	1
CT	Unknown	3	0	3
CT	Waterbury	0	1	1
CT	Westport	0	1	1
MA	Springfie	0	1	1
MA	Unknown	0	1	1
MA	Worcester	0	1	1
NY	Bronx	118	170	288
NY	Brooklyn	17	20	37
NY	Elmsford	0	1	1
NY	Longisland	8	32	40
NY	Manhattan	7	12	19
NY	Montgomer	0	1	1
NY	New Rochelle	0	1	1
NY	Pleasantv	0	2	2
NY	Port Chester	0	1	1
NY	Queens	15	43	58
NY	Staisland	6	0	6
NY	Unknown	5	1	6
RI	Providenc	0	1	1
<hr/>				
George Washington		184	300	484
<hr/>				
George Washington		184	300	484
Tappan Zee		12	23	35
Staten Is. Crossings		22	19	41
Manhattan Tunnels		3	3	6
All Other		7	23	30
<hr/>				
East of Hudson		228	368	596
West of Hudson		900	1379	2279
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GRAND TOTAL		1128	1747	2875

**CSX CORPORATION**  
**Intermodal Survey Report No. 4**

**January 21, 2000**

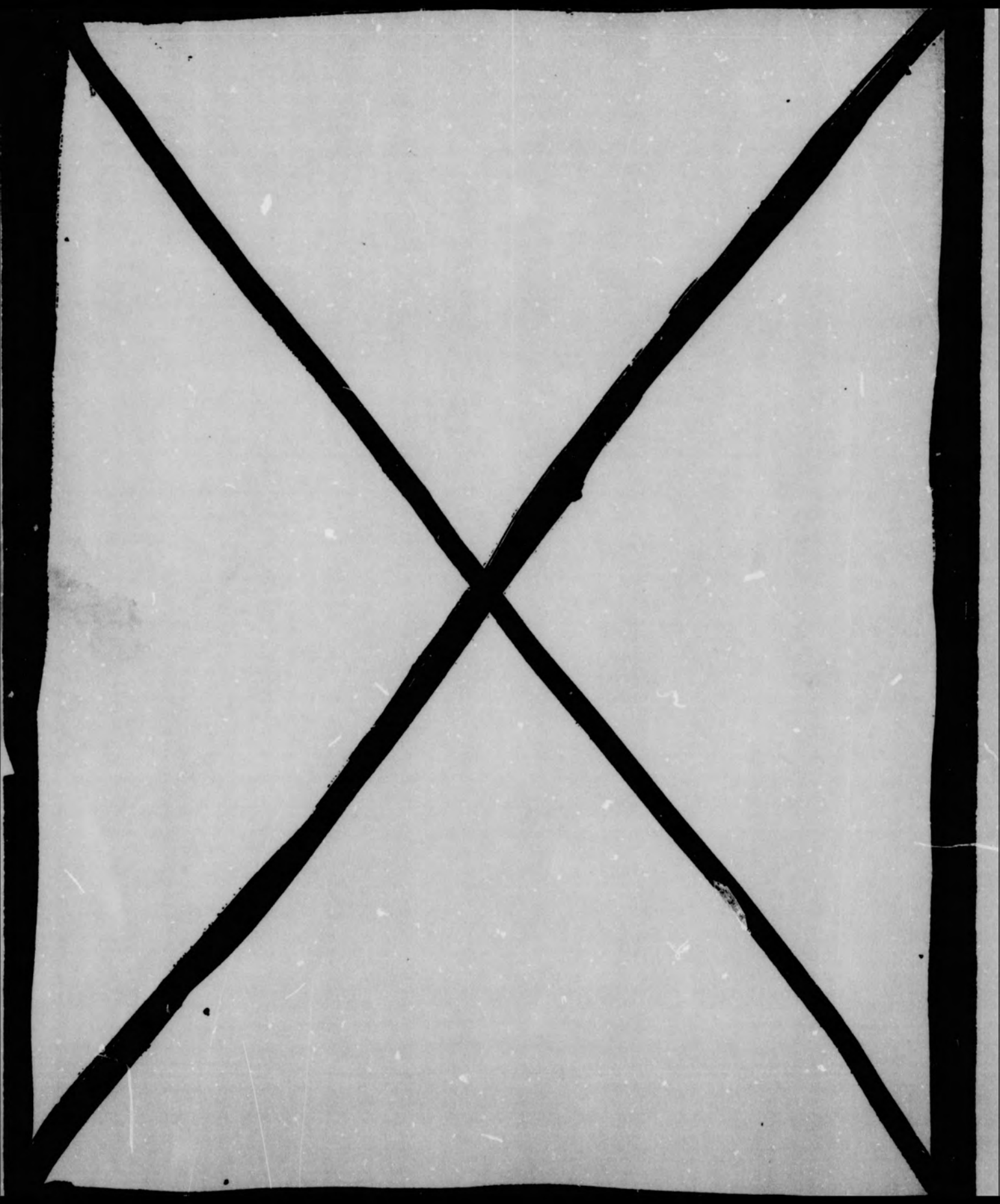
**Massachusetts Terminals<sup>1</sup>**

**Survey Results for September 1 through November 30, 1999**

	INBOUND	OUTBOUND	TOTAL
George Washington Bridge	13	2	15
Other	1510	1562	3072
GRAND TOTAL	1523	1564	3087

---

<sup>1</sup> The surveyed terminals were Boston, Springfield and Worcester.





## Surface Transportation Board

### Performance Measures

For the week ending: 01/28/00

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	01/22/00	01/23/00	01/24/00	01/25/00	01/26/00	01/27/00	01/28/00	Total
Train Delay	Originating Train Starts	97	106	112	87	93	111	117	723
	Delayed Hours - Power	47	61	52	68	28	148	120	524
	Delayed Hours - Crews	87	43	45	4	16	0	49	244

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	01/22/00	01/23/00	01/24/00	01/25/00	01/26/00	01/27/00	01/28/00	Average
Crew Availability	% Available	84%	83%	85%	86%	85%	85%	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	01/22/00	01/23/00	01/24/00	01/25/00	01/26/00	01/27/00	01/28/00	Total
Crews/Recrews	Train Crew Starts	277	264	259	243	248	279	292	1862
	Recrews	33	19	12	17	17	29	21	148
	% Recrewed	12%	7%	5%	7%	7%	10%	7%	8%

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: 01/28/00

### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	01/22/00	01/23/00	01/24/00	01/25/00	01/26/00	01/27/00	01/28/00	Average

Locomotives	Gross Fleet Size	3952	3980	3986	3993	4036	4061	4070	4011
	Avg. Number Available	3636	3658	3659	3642	3632	3639	3631	3642
	OOS Ratio	5.9	6.3	6.0	6.9	6.9	6.9	7.2	6.6

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

### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	01/22/00	01/23/00	01/24/00	01/25/00	01/26/00	01/27/00	01/28/00	Average

Train Delay	Philadelphia/South Jersey	1	2	3	3	1	1	2	2
	North Jersey	2	1	4	6	1	2	2	3
	Detroit	2	0	1	0	2	0	1	1

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

**George A. Aspatore  
General Solicitor**

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

February 2, 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 January 28, 2000, 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, 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.  
February 2, 2000  
Page 2

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

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



February 2, 2000

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

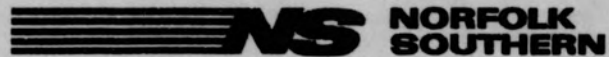
Dear Mr. Clemens:

This week's report reflects some adverse results of last week's rash of heavy winter weather along the East Coast. In particular, overall average terminal dwell time increased due in part to various effects of cold temperatures. On the other hand, the snow itself generally did not pose a significant problem for train operations, as average train speed remained steady. Also, the cars on line measure declined. On the monitored corridors and Chicago gateway operations, 123 trains were held for terminal congestion, 35 trains were held for crews, and 13 trains were held for power.

With respect to our customer service hotline in Buffalo, two calls were received and resolved.

The New Jersey Shared Assets Areas also felt the impact of the weather as terminal dwell times increased at Pavonia and Oak Island. Lack of power resulted in 15 trains being delayed for 261 hours, while 17 trains were held for 108 hours awaiting crews. Additionally, five originating trains were delayed for 44 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 87% of the train delay hours in the SAAs.

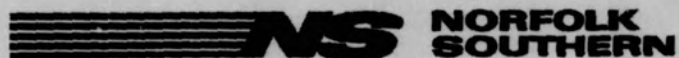
Sincerely,



For the week ending 1/28/00

Shared Asset Train Origination Performance

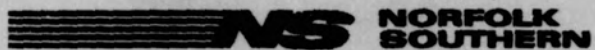
location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	1/24/00	2	50%	50%	0%	0%	0%
	1/25/00	2	100%	0%	0%	0%	0%
	1/26/00	3	33%	33%	33%	0%	0%
	1/27/00	1	0%	0%	0%	100%	0%
	1/28/00	1	0%	0%	0%	0%	100%
<b>Detroit Total</b>		<b>9</b>	<b>44%</b>	<b>22%</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>
North Jersey Total	1/24/00	8	25%	63%	13%	0%	0%
	1/25/00	10	20%	30%	30%	0%	20%
	1/26/00	17	59%	18%	6%	6%	12%
	1/27/00	11	18%	45%	9%	27%	0%
	1/28/00	8	13%	38%	0%	50%	0%
<b>North Jersey Total</b>		<b>54</b>	<b>31%</b>	<b>35%</b>	<b>11%</b>	<b>15%</b>	<b>7%</b>
South Jersey Total	1/24/00	9	11%	33%	11%	11%	33%
	1/25/00	3	0%	0%	33%	0%	67%
	1/26/00	6	17%	0%	33%	17%	33%
	1/27/00	3	33%	33%	33%	0%	0%
	1/28/00	2	0%	0%	50%	50%	0%
<b>South Jersey Total</b>		<b>23</b>	<b>13%</b>	<b>17%</b>	<b>26%</b>	<b>13%</b>	<b>30%</b>
<b>Grand Total</b>		<b>86</b>	<b>28%</b>	<b>29%</b>	<b>15%</b>	<b>14%</b>	<b>14%</b>



For the week ending 1/28/00

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	1/24/00	850	145	271	416	229	29.6
	1/25/00	850	125	261	386	308	24.9
	1/26/00	850	173	228	401	365	14.3
	1/27/00	850	154	227	381	251	23.3
	1/28/00	850	108	290	398	329	24.1
North Yard MI Average		850	141	255	396	296	22.6
Oak Island NJ	1/24/00	1200	508	678	1186	510	56.1
	1/25/00	1200	413	458	871	306	44.7
	1/26/00	1200	543	586	1129	344	62.9
	1/27/00	1200	623	745	1368	432	54.5
	1/28/00	1200	490	694	1184	300	57.5
Oak Island NJ Average		1200	515	632	1148	378	55.3
Pavonia NJ	1/24/00	900	374	406	780	396	60.3
	1/25/00	900	312	342	654	286	47.5
	1/26/00	900	395	298	693	187	41.0
	1/27/00	900	368	326	694	355	52.1
	1/28/00	900	370	312	682	332	47.8
Pavonia Average		900	364	337	701	311	51.1



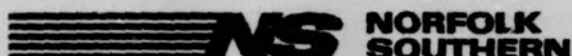
For the week ending 1/27/00

**Shared Asset Area Trains Held**

area	Sat 22-Jan	Sun 23-Jan	Mon 24-Jan	Tue 25-Jan	Wed 26-Jan	Thu 27-Jan	Fri 28-Jan	Grand Total
North Jersey	2	1	4	6	1	2	2	18
South Jersey	1	2	3	3	1	1	2	13
Detroit	2		1		2		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	0	0	0	0	0	0
other	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

NS acquired territory only

#### NS Northern Region Train Starts and Delays

	Saturday 22-Jan	Sunday 23-Jan	Monday 24-Jan	Tuesday 25-Jan	Wednesday 26-Jan	Thursday 27-Jan	Friday 28-Jan	Grand Total
# of Train Starts	166	160	170	168	181	177	178	1200
<b>Delay Cause</b>								
Crew Delays (hrs)	1.2	4.0	25.5	0.0	0.0	2.0	8.7	41.3
Power Delays (hrs)	41.5	5.3	4.8	111.5	137.3	152.3	262.6	715.1

The delay numbers are expressed in hours

#### NS Blocked Sidings and Multiple Main Lines

track	Monday 24-Jan	Tuesday 25-Jan	Wednesday 26-Jan	Thursday 27-Jan	Friday 28-Jan	total
Multiple Main	0	0	0	0	0	0
Siding	0	0	0	0	0	0
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

NS acquired territory only

#### Locomotive Fleet Statistics

	Saturday 22-Jan	Sunday 23-Jan	Monday 24-Jan	Tuesday 25-Jan	Wednesday 26-Jan	Thursday 27-Jan	Friday 28-Jan	average
<b>Fleet Size</b>	3704	3708	3724	3726	3757	3714	3752	3726
<b>available</b>	3487	3472	3460	3455	3478	3435	3491	3468
<b>out of service %</b>	5.9%	6.4%	7.1%	7.3%	7.4%	7.5%	7.0%	6.9%

Snapshot taken at midnight

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

### NS Crew Starts and Delays

		Saturday 22-Jan	Sunday 23-Jan	Monday 24-Jan	Tuesday 25-Jan	Wednesday 26-Jan	Thursday 27-Jan	Friday 28-Jan	Grand Total
Allentown	crew starts	14	18	19	19	19	22	19	130
	crews delayed	6	5	7	8	7	9	6	48
Bellevue	crew starts	43	35	50	55	44	49	47	323
	crews delayed	12	11	26	26	24	20	21	140
Buffalo	crew starts	20	24	24	23	26	26	22	165
	crews delayed	8	3	7	2	3	9	4	36
Chicago	crew starts	30	33	30	39	39	31	38	240
	crews delayed	11	13	17	24	20	17	14	116
Cincinnati	crew starts	30	35	30	33	35	27	34	224
	crews delayed	16	13	16	15	20	16	14	110
Cleveland	crew starts	17	24	22	23	21	19	19	145
	crews delayed	8	10	5	15	10	7	6	61
Conway	crew starts	55	46	44	42	49	54	54	344
	crews delayed	24	14	16	7	16	21	15	113
Detroit	crew starts	21	13	20	23	22	22	21	142
	crews delayed	12	7	15	16	15	17	12	94
Elkhart	crew starts	35	37	36	40	34	41	40	263
	crews delayed	12	15	21	19	16	21	12	116
Harrisburg	crew starts	54	54	43	48	43	50	58	350
	crews delayed	17	17	14	20	18	19	20	125
Toledo	crew starts	54	50	44	46	47	55	56	352
	crews delayed	15	20	10	17	10	21	11	104

**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 22-Jan	Sunday 23-Jan	Monday 24-Jan	Tuesday 25-Jan	Wednesday 26-Jan	Thursday 27-Jan	Friday 28-Jan	average
availability%	83%	82%	84%	86%	82%	84%	84%	84%

**Notes:**

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

### NS Northern Region Crew Starts and Recrews

	Saturday 22-Jan	Sunday 23-Jan	Monday 24-Jan	Tuesday 25-Jan	Wednesday 26-Jan	Thursday 27-Jan	Friday 28-Jan	Grand Total
crew starts	368	351	325	331	344	371	369	2459
recrews	48	26	24	46	36	37	51	268

**Notes:**

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

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

STB

FD-33388

1-20-00

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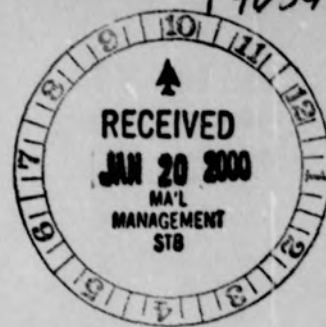
SURFACE TRANSPORTATION BOARD

# Memorandum

ENTERED  
Office of the Secretary


JAN 20 2000

Part of  
Public Record



DATE: January 20, 2000

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

FROM  : Mel Clemens, Director  
Office of Compliance and Enforcement

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

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

Attachments

cc: Chairman Morgan  
Vice Chairman 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

January 19, 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, January 14<sup>th</sup>.

Average daily total cars on line decreased this week to 266,056 an improvement of 2838 cars from last week. Terminal dwell also improved following the holiday period, from 42.9 hours to 32.0 hours this week. Likewise, overall train velocity improved from 17.6 to 19.4 miles-per-hour.

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**

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved favorable by 24 percentage points. Traffic conditions are continuing to improve within the Chicago gateway.

#### **Yards and Terminals**

As anticipated with the conclusion of the holiday period, car volumes and dwell hours have moved in a favorable direction. Buffalo and Selkirk experienced an easterly wave of cars out of the west during the first part of the week, but the availability of crews and power has produced very encouraging results.

CSXT continues to have moderate volumes over the system and in particular the Northern Region Lines, but most yards and terminal areas are well within operational control limits. This week, all of the fourteen terminals showed a decrease in terminal dwell.

CSXT continues to make good progress in our cooperative efforts with other carriers in the Buffalo Terminal to improve the regularity of interchange pickup and delivery at Frontier Yard. The number of cars handled at Buffalo (Frontier) increased and the dwell numbers decreased slightly from the previous week.

In Toledo, dwell hours at both Stanley and Walbridge yards decreased. Stanley improved 14.2% and Walbridge moved favorable 35.5%, from the previous reporting week. In nearby Willard, OH, dwell hours decreased 27.5% from the previous reporting week on reduced car volumes. This was due in part to the new simplified operating plan implemented two weeks ago.

### **Corridor Performance**

In this reporting week, three of the six corridors improved performance when compared to the previous week in the on-time-to-two-hours-late category, and the overall on-time-to-two-hours-late category moved favorably, increasing nine percentage points (22.5% over the last 3 weeks). The best performance during the reported week was the East St. Louis to Northeast corridor. Second-best performance was I - 95 corridor. Overall, the percent of trains in the greater-than-six-hours-late category improved, decreasing nine percentage points (down 61.4% over the last 3 weeks).

### **Shared Areas**

The daily average of cars on hand increased (+10.4%) at the three shared area locations for the second straight week. This reflects the continuing ramp-up of activity post-holiday. All volumes remain within expected norms. Overall terminal dwell time decreased from 47.0 hours to 38.0 hours, for a 19% improvement. Road train service improved at all three locations. Reported road train delay hours for crews decreased 61% from the prior week. Power delay hours increased 9.6% from the prior week. Eight originating trains were delayed due to late arrivals from either CSX or NS.

### **Additional Measurements**

Train Delay Metric: For 810 train starts, Train Delay totaled 239 hours for Power and 98 hours for Crew.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 29.8% for the week, an improvement of 15% from the prior week.

Daily Crew Availability Percentage: Crew Availability Percentage averaged 84%, up 1% from the prior week.

Daily Number of Recrews Required: Of 1813 crew starts, 111 (6%) were recrews, the same percentage as reported from the prior week.

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

Locomotives: Gross Locomotives = 4017, Average Available = 3658, and Out-of-Service Ratio = 5.9%.

Cars Offered in Interchange: averaged 73 cars daily, of which none were allocated to Norfolk Southern.

Blocked Sidings or Multiple Main Lines: totaled 9 for the week, down from an average of 31 reported the prior week

On-time performance, passenger trains through Brunswick, MD: 90% for 10 AMTRAK trains (Pittsburgh – Washington), and 94% for 90 MARC trains (West Virginia – Washington).

Buffalo Customer Service (Hot-Line): the customer service center received three hot-line calls, seeking assistance in tracing cars. The requests were resolved.

CSXT came out of the holiday period in relatively good shape. We have now focused our attention on continuing the positive trend of service improvements realized going into the holiday curtailment period. We continue to analyze our situation and understand that our service is not yet where it should be. We have targeted some short-term solutions, e.g., reformatting the operating plan at Willard and Cumberland. For the long term, we're continuing to look at a simplified operating plan across the network. We believe that progress is being made and our numbers are starting to reflect those improvements.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements

## Surface Transportation Board

### Performance Measures

For the week ending: 01/14/00

#### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	740	617	764	667	829
	Cars On Hand - Empty	657	642	607	545	698
	Cars On Hand - Total	1397	1259	1371	1212	1527
	Cars Handled	851	307	498	549	601
	Dwell Hours	47.7	52.4	47.1	48.1	45.5
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	301	354	479	340	311
	Cars On Hand - Empty	251	287	439	419	401
	Cars On Hand - Total	552	641	918	759	712
	Cars Handled	332	177	346	439	449
	Dwell Hours	51.4	38.9	38.3	29.4	33.4
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	85	207	285	321	316
	Cars On Hand - Empty	164	113	221	131	125
	Cars On Hand - Total	249	320	506	452	441
	Cars Handled	353	159	336	260	298
	Dwell Hours	18.5	17.9	15.4	24.2	21.3

**CSX Comments:** Daily on hand cars increased at all three locations for the second straight week. This reflects continuing ramp-up of activity post-holiday. Overall terminal dwell decreased dramatically from 47.0 hours to 38.0 hours. Road services showed most improvement.



# Surface Transportation Board

## Performance Measures

For the week ending: 01/14/00

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00
North Jersey SAA	Number of Originations	11	16	15	10	7
	% Ontime	55%	56%	27%	40%	71%
	% Late 0-2 Hours	18%	25%	27%	20%	0%
	% Late 2-4 Hours	18%	6%	13%	20%	0%
	% Late 4-6 Hours	9%	6%	20%	10%	0%
	% Late GT 6 Hours	0%	6%	13%	10%	29%
South Jersey SAA	Number of Originations	7	9	7	5	4
	% Ontime	0%	22%	29%	60%	75%
	% Late 0-2 Hours	43%	11%	29%	0%	0%
	% Late 2-4 Hours	14%	22%	14%	20%	25%
	% Late 4-6 Hours	14%	22%	0%	20%	0%
	% Late GT 6 Hours	29%	22%	29%	0%	0%
Detroit SAA	Number of Originations	7	8	9	7	4
	% Ontime	43%	38%	44%	29%	25%
	% Late 0-2 Hours	14%	38%	11%	0%	50%
	% Late 2-4 Hours	14%	13%	33%	14%	0%
	% Late 4-6 Hours	14%	0%	0%	0%	25%
	% Late GT 6 Hours	14%	13%	11%	57%	0%

**CSX Comments:** Reported road train delays for crew and power decreased over the prior week. Crew delay hours decreased 62% over the prior week. Power delay hours increased slightly, for a 10% increase over last week. Eight originating trains were delayed due to late arrivals from CSXT and NS.

## Surface Transportation Board

### Performance Measures

For the week ending: 01/14/00

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Average
Cars Offered	NS	2	0	0	0	0	0
	All Other	204	81	81	0	0	73
	Total	206	81	81	0	0	74

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	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Total
Blocked	Sidings	0	0	2	2	1	5
	Multiple Main Lines	1	1	0	2	0	4
	Total	1	1	2	4	1	9

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	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Average
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	83%	89%	100%	100%	100%	94%

AMTK measured according to contract with CSXT.

# Surface Transportation Board

## Performance Measures

For the week ending: 01/14/00

### CSXT Train Crew Delay

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	01/08/00	01/09/00	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Total
Baltimore	Train Crew Starts	18	16	14	19	18	16	17	118
	Crews Delayed +2 Hours	5	4	8	7	5	9	9	47
	% Delayed +2 Hours	28%	25%	57%	37%	28%	56%	53%	40%
Buffalo	Train Crew Starts	42	41	29	46	43	34	39	274
	Crews Delayed +2 Hours	8	18	8	17	12	11	9	83
	% Delayed +2 Hours	19%	44%	28%	37%	28%	32%	23%	30%
Chicago	Train Crew Starts	29	27	28	30	25	25	24	188
	Crews Delayed +2 Hours	11	12	9	6	9	6	9	62
	% Delayed +2 Hours	38%	44%	32%	20%	36%	24%	38%	33%
Cincinnati	Train Crew Starts	39	32	37	30	35	35	35	243
	Crews Delayed +2 Hours	9	8	7	4	9	4	1	42
	% Delayed +2 Hours	23%	25%	19%	13%	26%	11%	3%	17%
Cleveland	Train Crew Starts	19	24	24	23	22	23	18	153
	Crews Delayed +2 Hours	6	9	9	7	8	8	11	58
	% Delayed +2 Hours	32%	38%	38%	30%	36%	35%	61%	31%
Cumberland	Train Crew Starts	31	33	28	38	32	31	29	222
	Crews Delayed +2 Hours	10	8	7	7	7	2	4	45
	% Delayed +2 Hours	32%	24%	25%	18%	22%	6%	14%	20%
Detroit	Train Crew Starts	5	5	6	9	7	4	3	39
	Crews Delayed +2 Hours	1	1	1	2	2	2	0	9
	% Delayed +2 Hours	20%	20%	17%	22%	29%	50%	N/A	23%
Philadelphia	Train Crew Starts	8	7	8	5	6	6	6	46
	Crews Delayed +2 Hours	3	2	4	0	1	3	4	17
	% Delayed +2 Hours	38%	29%	50%	0%	17%	50%	67%	37%
Selkirk	Train Crew Starts	41	32	36	37	38	41	37	262
	Crews Delayed +2 Hours	14	14	16	10	16	17	23	110
	% Delayed +2 Hours	34%	44%	44%	27%	42%	41%	62%	42%
Toledo	Train Crew Starts	22	27	22	25	20	31	22	169
	Crews Delayed +2 Hours	11	12	5	7	7	8	8	58
	% Delayed +2 Hours	50%	44%	23%	28%	35%	26%	36%	34%
Willard	Train Crew Starts	45	42	35	43	42	39	36	282
	Crews Delayed +2 Hours	13	8	4	10	6	13	6	60
	% Delayed +2 Hours	29%	19%	11%	23%	14%	33%	17%	21%

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

## Surface Transportation Board

### Performance Measures

For the week ending: 01/14/00

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	01/08/00	01/09/00	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Total
Train Delay	Originating Train Starts	99	91	102	116	115	134	153	810
	Delayed Hours - Power	57	29	13	24	15	61	40	239
	Delayed Hours - Crews	47	35	2	0	9	4	1	98

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	01/08/00	01/09/00	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Average
Crew Availability	% Available	82%	81%	83%	85%	86%	86%	85%	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	01/08/00	01/09/00	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Total
Crews/Recrews	Train Crew Starts	261	241	220	277	275	271	268	1813
	Recrews	15	19	10	11	12	20	24	111
	% Recrewed	6%	8%	5%	4%	4%	7%	9%	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: 01/14/00

#### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	01/08/00	01/09/00	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Average

Locomotives	Gross Fleet Size	4022	4052	4026	4022	4006	4007	3985	4017
	Avg. Number Available	3636	3659	3649	3699	3661	3667	3634	3658
	OOS Ratio	6.2	6.4	6.4	5.9	5.4	5.5	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	01/08/00	01/09/00	01/10/00	01/11/00	01/12/00	01/13/00	01/14/00	Average

Train Delay	Philadelphia/South Jersey	1	3	0	2	0	0	1	1
	North Jersey	2	2	1	2	2	2	5	3
	Detroit	3	6	0	2	1	4	1	3

Daily number of outbound trains ready for departure that are held for line haul carriers in each of the shared asset areas for more than one hour after notification. 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 19, 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 January 14, 2000, 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, 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.  
January 19, 2000  
Page 2

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

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures

January 19, 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:

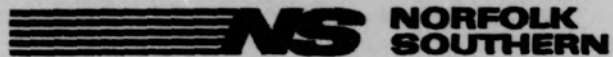
This week's report shows improvement in Norfolk Southern operations. Overall average terminal dwell time dropped to its lowest figure in over ten weeks, with noted improvement at several key terminals. Average train speed increased, reaching levels comparable to the improved speeds seen before the holidays. Cars on line did increase as well, although the figure remains within an acceptable operating range. On the monitored corridors and Chicago gateway operations, 89 trains were held for terminal congestion, 25 trains were held for crews, and 6 trains were held for power.

With respect to our customer service hotline in Buffalo, four new calls were received, two of which were resolved. Of six pending matters, five were resolved. Thus, in total there are three outstanding matters that are being addressed.

In the Shared Assets Areas, overall terminal dwell time again decreased. Lack of power resulted in 16 trains being delayed for 155 hours, while 16 trains were held for 105 hours awaiting crews. Additionally, eight originating trains were delayed for 70 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 75% of the train delay hours in the SAAs.

Sincerely,

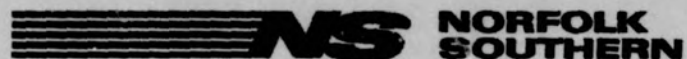




For the week ending 1/14/00

Shared Asset Train Origination Performance

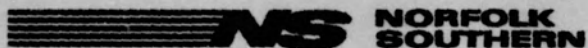
location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	1/10/00	7	43%	14%	14%	14%	14%
	1/11/00	8	38%	38%	13%	0%	13%
	1/12/00	9	44%	11%	33%	0%	11%
	1/13/00	7	29%	0%	14%	0%	57%
	1/14/00	4	25%	50%	0%	25%	0%
Detroit Total		35	37%	20%	17%	6%	20%
North Jersey Total	1/10/00	11	55%	18%	18%	9%	0%
	1/11/00	16	56%	25%	6%	6%	6%
	1/12/00	15	27%	27%	13%	20%	13%
	1/13/00	10	40%	20%	20%	10%	10%
	1/14/00	7	71%	0%	0%	0%	29%
North Jersey Total		59	47%	20%	12%	10%	10%
South Jersey Total	1/10/00	7	0%	43%	14%	14%	29%
	1/11/00	9	22%	11%	22%	22%	22%
	1/12/00	7	29%	29%	14%	0%	29%
	1/13/00	5	60%	0%	20%	20%	0%
	1/14/00	4	75%	0%	25%	0%	0%
South Jersey Total		32	31%	19%	19%	13%	19%
Grand Total		126	40%	20%	15%	10%	15%



For the week ending 1/14/00

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	1/10/00	850	164	85	249	353	18.5
	1/11/00	850	113	207	320	159	17.9
	1/12/00	850	221	285	506	336	15.4
	1/13/00	850	131	321	452	260	24.2
	1/14/00	850	125	316	441	298	21.3
North Yard MI Average		850	151	243	394	281	19.4
Oak Island NJ	1/10/00	1200	657	740	1397	851	47.7
	1/11/00	1200	642	617	1259	307	52.4
	1/12/00	1200	607	764	1371	498	47.1
	1/13/00	1200	545	667	1212	549	48.1
	1/14/00	1200	698	829	1527	601	45.5
Oak Island NJ Average		1200	630	723	1353	561	47.7
Pavonia NJ	1/10/00	900	251	301	552	332	51.4
	1/11/00	900	287	354	641	177	38.9
	1/12/00	900	439	479	918	346	38.3
	1/13/00	900	419	340	759	439	29.4
	1/14/00	900	401	311	712	449	33.4
Pavonia Average		900	359	357	716	349	37.3

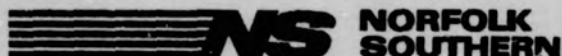


For the week ending 1/14/00

**Shared Asset Area Trains Held**

area	Sat 08-Jan	Sun 09-Jan	Mon 10-Jan	Tue 11-Jan	Wed 12-Jan	Thu 13-Jan	Fri 14-Jan	Grand Total
North Jersey	2	2	1	2	2	2	5	16
South Jersey	1	3		2			1	7
Detroit	3	6		2	1	4	1	17

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

NS acquired territory only

#### NS Northern Region Train Starts and Delays

	Saturday 8-Jan	Sunday 9-Jan	Monday 10-Jan	Tuesday 11-Jan	Wednesday 12-Jan	Thursday 13-Jan	Friday 14-Jan	Grand Total
# of Train Starts	182	158	174	177	178	176	186	1231
<b>Delay Cause</b>								
Crew Delays (hrs)	0.0	1.5	5.4	0.0	0.3	0.0	7.8	15.0
Power Delays (hrs)	98.4	24.5	22.0	28.3	44.6	81.6	90.8	390.1

The delay numbers are expressed in hours

#### NS Blocked Sidings and Multiple Main Lines

track	Monday 10-Jan	Tuesday 11-Jan	Wednesday 12-Jan	Thursday 13-Jan	Friday 14-Jan	total
Multiple Main	0	0	0	0	0	0
Siding	1	0	0	0	0	1
<b>Grand Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

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

NS acquired territory only

#### Locomotive Fleet Statistics

	Saturday 8-Jan	Sunday 9-Jan	Monday 10-Jan	Tuesday 11-Jan	Wednesday 12-Jan	Thursday 13-Jan	Friday 14-Jan	average
<b>Fleet Size</b>	3713	3710	3673	3667	3759	3660	3672	3693
<b>available</b>	3495	3451	3439	3449	3537	3436	3415	3460
<b>out of service %</b>	5.9%	7.0%	6.4%	5.9%	5.9%	6.1%	7.0%	6.3%

Snapshot taken at midnight

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



### NS Crew Starts and Delays

		Saturday 8-Jan	Sunday 9-Jan	Monday 10-Jan	Tuesday 11-Jan	Wednesday 12-Jan	Thursday 13-Jan	Friday 14-Jan	Grand Total
Allentown	crew starts	14	15	19	20	18	20	18	124
	crews delayed	6	6	4	6	5	4	4	35
Bellevue	crew starts	51	50	39	46	49	43	49	327
	crews delayed	23	18	12	15	19	16	16	119
Buffalo	crew starts	19	17	22	28	25	26	26	163
	crews delayed	7	6	3	4	7	5	6	38
Chicago	crew starts	35	35	35	37	31	36	34	243
	crews delayed	19	16	13	14	9	15	14	100
Cincinnati	crew starts	35	34	30	44	32	35	33	243
	crews delayed	16	23	16	16	13	16	9	109
Cleveland	crew starts	21	23	20	22	27	20	25	158
	crews delayed	8	5	7	7	14	10	9	60
Conway	crew starts	53	48	45	46	48	48	53	341
	crews delayed	15	13	16	15	11	15	19	104
Detroit	crew starts	20	19	20	23	24	22	25	153
	crews delayed	9	6	8	11	9	10	10	63
Elkhart	crew starts	39	39	40	39	39	36	46	278
	crews delayed	13	9	13	16	10	18	18	97
Harrisburg	crew starts	61	48	47	51	56	61	53	377
	crews delayed	19	16	12	18	26	27	18	136
Toledo	crew starts	56	47	43	53	55	51	54	359
	crews delayed	12	14	12	8	4	14	16	80

**Notes:**

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

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

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

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

### NS Northern Region Daily Crew Availability Percentage

	Saturday 8-Jan	Sunday 9-Jan	Monday 10-Jan	Tuesday 11-Jan	Wednesday 12-Jan	Thursday 13-Jan	Friday 14-Jan	average
availability%	84%	83%	84%	85%	86%	86%	84%	85%

**Notes:**

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

### NS Northern Region Crew Starts and Recrews

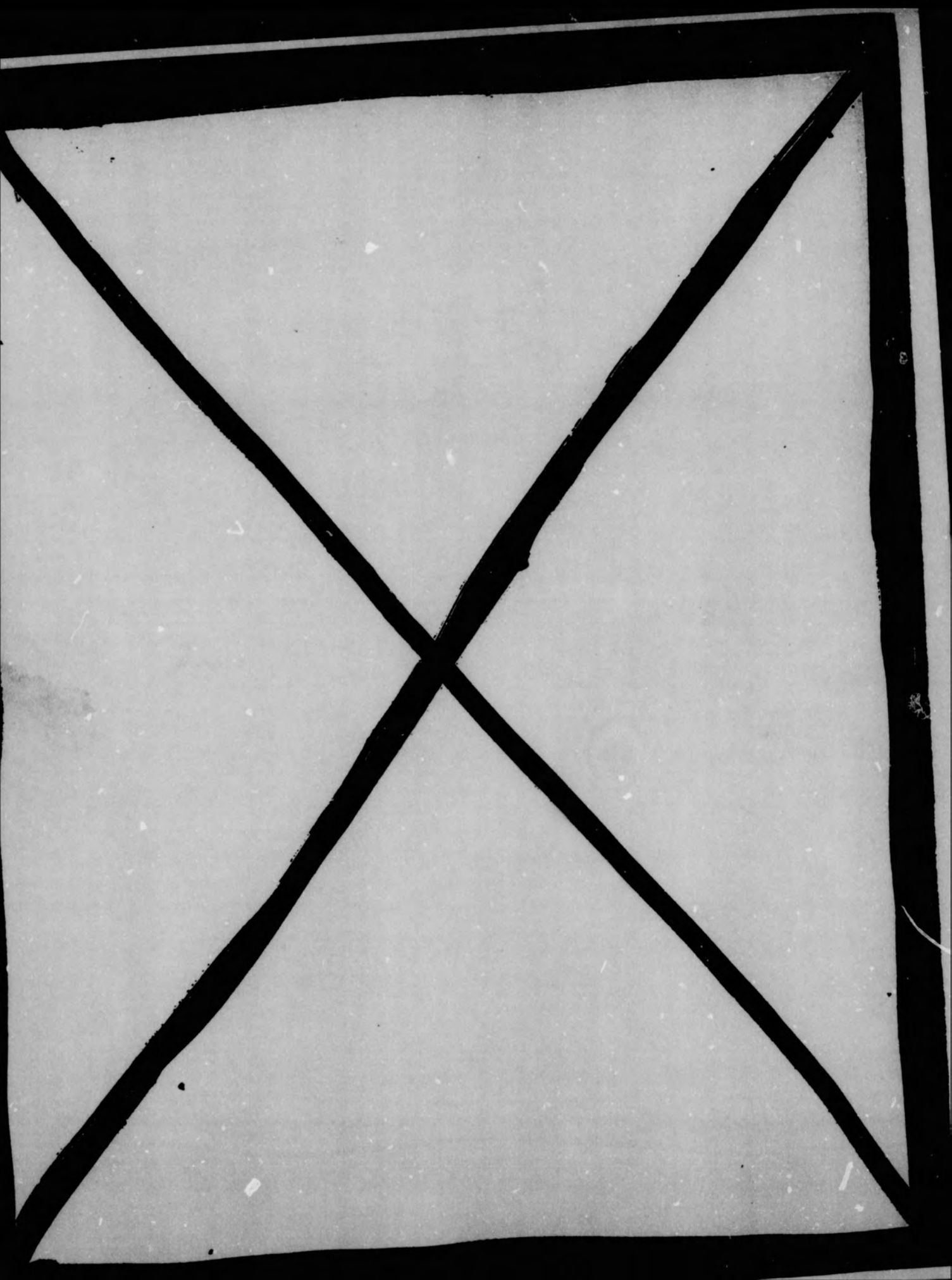
	Saturday 8-Jan	Sunday 9-Jan	Monday 10-Jan	Tuesday 11-Jan	Wednesday 12-Jan	Thursday 13-Jan	Friday 14-Jan	Grand Total
crew starts	386	329	322	379	380	367	391	2554
recrews	3	30	41	41	43	32	18	208

**Notes:**

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

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





STB

FD-33388

1-13-00

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196482




# Memorandum



DATE: January 13, 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

JAN 13 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 DC News. 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

January 12, 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, January 7<sup>th</sup>. This reporting period includes the New Year's holiday shutdown.

Average daily total cars on line increased this week to 268,894 but had fallen to 267,692 by Jan. 7<sup>th</sup>. Terminal dwell decreased from the Christmas holiday high of 47.5 to 42.9 hours. Overall train velocity increased from 17.2 to 17.6 miles-per-hour from the prior week. Cars on-line and terminal dwell measurements reflect the trailing impact of the back to back Christmas and New Year's holiday shutdowns.

A significant change is reflected in this week's report. We have implemented our new operation plan in which the Willard Hump is primarily humping westbound freight and Cumberland is primarily humping eastbound freight. In addition, automobile blocks of traffic are being handled at Connellsville, PA, thus bypassing the two humps yards. So far we have seen success at these locations.

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**

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved favorable by 6 percentage points

#### **Yards and Terminals**

As expected, the curtailment in operations spanning two consecutive weekends has led to increases in volumes on hand, but car dwell hours are moving in a favorable direction. The railroad was basically shut down for six of the past fourteen reported days. After the start-

up, Buffalo and Selkirk experienced an easterly wave of cars out of the west, which resulted in staging trains on the line-of-road for those terminals. The situation improved toward the latter part of the week.

CSXT continues to have heavy volumes over the system and in particular the Northern Region Lines, but most yards and terminal areas are well within operational control limits. This week, twelve of the fourteen terminals showed a decrease in terminal dwell.

Car volumes remained high at Albany (Selkirk) and the dwell hours moved slightly higher as a result. The number of cars handled at Buffalo (Frontier) increased and the dwell numbers increased slightly from the previous week. CSXT continues to make good progress in our cooperative efforts with other carriers in the Buffalo Terminal to improve the regularity of interchange pickup and delivery at Frontier Yard.

Dwell hours at both Toledo Stanley and Walbridge were mixed. Stanley improved 2.4% and Walbridge moved unfavorable 4.9%, from the previous reporting week. Dwell hours for Willard decreased 13% from the previous reporting week on heavy car volumes. This was due in part to the new simplified operating plan implemented last week. The number of cars on hand at Albany (Selkirk) remained heavy, and the terminal dwell numbers increased slightly. Indianapolis Avon Yard's dwell numbers moved favorably, down almost 3% over the last reported week.

### **Corridor Performance**

In this reporting week, four of the six corridors improved performance when compared to the previous week in the on-time-to-two-hours-late category. The best performance during the reported week was the East St. Louis to Northeast corridor. Second-best performance was I - 95 corridor. Overall, the percent of trains in the greater-than-six-hours-late category improved, decreasing seven percentage points. The on-time-to-two-hours-late category moved favorably, increasing nine percentage points.

### **Shared Areas**

Daily average on hand cars increased at all three locations, approaching pre-holiday volumes. All volumes remain within either expected norms or prior observed. Overall terminal dwell time decreased from 51.1 hours to 47.0 hours. Both local and road services improved at all three locations. Reported road train delays for crew decreased by six trains. Power delay hours decreased 57% from the prior week. Six originating trains were delayed due to late arrivals from either CSX or NS.

### **Additional Measurements**

Train Delay Metric: For 678 train starts, Train Delay totaled 214 hours for Power and 142 hours for Crew.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 35% for the week, an improvement of 1% from the prior week.

Daily Crew Availability Percentage: Crew Availability Percentage averaged 83%, up 8% from the prior week.

Daily Number of Recrews Required: Of 1618 crew starts, 93 (6%) were recrews, the same percentage as reported from the prior week.

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

Locomotives: Gross Locomotives = 4086, Average Available = 3717, and Out-of-Service Ratio = 5.9%.

Cars Offered in Interchange: averaged 12 cars daily, of which none were allocated to Norfolk Southern.

Blocked Sidings or Multiple Main Lines: totaled 31 for the week, up from reported last week due to the holiday curtailment. In order to get crews home for the holidays we elected to "tie down" trains on line-of-road, thus increasing number of measured events.

On-time performance, passenger trains through Brunswick, MD: 100% for 10 AMTRAK trains (Pittsburgh -- Washington), the best performance since reporting began in August of 1999. 98% for 72 MARC trains (West Virginia -- Washington).

Buffalo Customer Service (Hot-Line): the customer service center received two hot-line calls, seeking assistance in tracing cars. The requests were resolved.

CSXT began curtailing its operations on December 30<sup>th</sup> and resumed its operations after the New Year's holiday on Sunday, January 2<sup>nd</sup>. Although the reported measurements reflect operations over this time period, they should not be interpreted as fully indicative of the fluidity of the railroad. Indicators over the last several days suggest that we should see consistent improvements following the holiday period. We are continuing to analyze and improve any areas of concern to maintain a fluid network to ensure customer satisfaction.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements



## Surface Transportation Board

### Performance Measures

For the week ending: 01/07/00

#### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	557	702	536	696	677
	Cars On Hand - Empty	672	566	411	652	637
	Cars On Hand - Total	1229	1268	947	1348	1314
	Cars Handled	772	381	423	629	584
	Dwell Hours	85.7	59.9	45.2	36.9	42.5
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	444	423	261	310	308
	Cars On Hand - Empty	317	373	250	320	397
	Cars On Hand - Total	761	796	511	630	705
	Cars Handled	469	360	328	278	378
	Dwell Hours	75.7	55.4	31.5	29.1	34.7
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	168	158	163	192	213
	Cars On Hand - Empty	180	119	125	99	108
	Cars On Hand - Total	348	277	288	291	321
	Cars Handled	298	251	160	236	159
	Dwell Hours	29.6	20.5	12.1	22.3	24.9

**CSX Comments:** Daily average on hand car counts increased at all three locations, approaching pre-holiday volumes. Overall terminal dwell time decreased from 51.1 hours to 47.0 hours. Both local and road services improved at all three locations.

# Surface Transportation Board

## Performance Measures

For the week ending: 01/07/00

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00
North Jersey SAA	Number of Originations	16	22	22	25	23
	% Ontime	56%	68%	59%	56%	43%
	% Late 0-2 Hours	0%	14%	23%	12%	26%
	% Late 2-4 Hours	13%	9%	5%	12%	17%
	% Late 4-6 Hours	13%	5%	9%	4%	0%
	% Late GT 6 Hours	19%	5%	5%	16%	13%
South Jersey SAA	Number of Originations	8	11	14	11	12
	% Ontime	38%	55%	29%	45%	33%
	% Late 0-2 Hours	25%	18%	29%	27%	25%
	% Late 2-4 Hours	0%	18%	14%	0%	17%
	% Late 4-6 Hours	25%	9%	14%	27%	8%
	% Late GT 6 Hours	13%	0%	14%	0%	17%
Detroit SAA	Number of Originations	6	5	8	8	9
	% Ontime	50%	60%	50%	25%	33%
	% Late 0-2 Hours	0%	20%	25%	50%	11%
	% Late 2-4 Hours	17%	0%	0%	0%	11%
	% Late 4-6 Hours	0%	0%	0%	0%	22%
	% Late GT 6 Hours	33%	20%	25%	25%	22%

**CSX Comments:** Reported road train delay hours decreased significantly over the prior week. Crew availability delayed 20 trains, a 65% decrease in delay hours from last week. Power delay hours decreased 57% from last week as well, delaying 15 trains. Six originating trains were delayed due to late arrivals from CSXT and/or NS.

## Surface Transportation Board

### Performance Measures

For the week ending: 01/07/00

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Average
Cars Offered	NS	0	0	0	0	0	0
	All Other	60	0	0	0	0	12
	Total	60	0	0	0	0	12

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	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Total
Blocked	Sidings	0	4	2	3	3	12
	Multiple Main Lines	2	6	1	5	5	19
	Total	2	10	3	8	8	31

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	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Average
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	100%	100%	100%	100%	100%
MARC	Trains	18	18	18	18	18	90
	% On Time	100%	94%	100%	100%	94%	98%

AMTK measured according to contract with CSXT.

# Surface Transportation Board

## Performance Measures

For the week ending: 01/07/00

### CSXT Train Crew Delay

	Causes of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Terminal	Trains / Hours	01/01/00	01/02/00	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Total
Baltimore	Train Crew Starts	HOL	12	13	20	17	17	19	98
	Crews Delayed +2 Hours	HOL	6	8	9	5	9	7	44
	% Delayed +2 Hours	HOL	50%	62%	45%	29%	53%	37%	45%
Buffalo	Train Crew Starts	HOL	28	29	40	42	45	46	230
	Crews Delayed +2 Hours	HOL	8	16	9	10	10	11	64
	% Delayed +2 Hours	HOL	29%	55%	23%	24%	22%	24%	28%
Chicago	Train Crew Starts	HOL	20	26	26	29	22	27	148
	Crews Delayed +2 Hours	HOL	6	10	10	14	8	8	56
	% Delayed +2 Hours	HOL	30%	38%	38%	48%	36%	32%	38%
Cincinnati	Train Crew Starts	HOL	25	34	34	36	32	34	195
	Crews Delayed +2 Hours	HOL	10	8	11	11	9	8	57
	% Delayed +2 Hours	HOL	40%	24%	32%	31%	28%	24%	29%
Cleveland	Train Crew Starts	HOL	9	15	20	25	19	22	110
	Crews Delayed +2 Hours	HOL	8	9	11	12	12	8	60
	% Delayed +2 Hours	HOL	89%	60%	55%	48%	63%	36%	55%
Cumberland	Train Crew Starts	HOL	31	30	37	35	33	29	195
	Crews Delayed +2 Hours	HOL	8	9	7	3	18	5	50
	% Delayed +2 Hours	HOL	26%	30%	19%	9%	55%	17%	26%
Detroit	Train Crew Starts	HOL	4	5	6	4	6	6	31
	Crews Delayed +2 Hours	HOL	0	1	1	0	2	0	4
	% Delayed +2 Hours	HOL	0%	20%	17%	0%	33%	N/A	13%
Philadelphia	Train Crew Starts	HOL	6	10	6	6	6	6	40
	Crews Delayed +2 Hours	HOL	2	5	1	4	2	2	16
	% Delayed +2 Hours	HOL	33%	50%	17%	67%	33%	33%	40%
Seikirk	Train Crew Starts	HOL	25	25	34	34	34	37	189
	Crews Delayed +2 Hours	HOL	10	12	16	19	13	12	82
	% Delayed +2 Hours	HOL	40%	48%	47%	56%	38%	32%	43%
Toledo	Train Crew Starts	HOL	24	31	22	32	28	28	165
	Crews Delayed +2 Hours	HOL	6	15	11	14	9	9	64
	% Delayed +2 Hours	HOL	25%	48%	50%	44%	32%	32%	39%
Willard	Train Crew Starts	HOL	33	36	41	44	37	43	234
	Crews Delayed +2 Hours	HOL	16	16	20	10	5	8	75
	% Delayed +2 Hours	HOL	48%	44%	49%	23%	14%	19%	32%

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: 01/07/00

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	01/01/00	01/02/00	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Total
Train Delay	Originating Train Starts	HOL	88	120	117	112	117	124	678
	Delayed Hours - Power	HOL	0	13	14	31	71	85	214
	Delayed Hours - Crews	HOL	26	59	17	8	14	18	142

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	01/01/00	01/02/00	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Average
Crew Availability	% Available	HOL	81%	84%	84%	84%	84%	85%	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	01/01/00	01/02/00	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Total
Crews/Recrews	Train Crew Starts	HOL	234	238	277	292	279	298	1618
	Recrews	HOL	16	17	13	25	10	12	93
	% Recrewed	HOL	7%	7%	5%	9%	4%	4%	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: 01/07/00

#### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	01/01/00	01/02/00	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Average

Locomotives	Gross Fleet Size	HOL	4062	4107	4112	4114	4069	4047	4085
	Avg. Number Available	HOL	3720	3725	3733	3726	3721	3668	3716
	OOS Ratio	HOL	5.3	6.0	6.5	6.0	5.8	6.2	6.0


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

#### Shared Asset Areas Train Delay

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Shared Area	01/01/00	01/02/00	01/03/00	01/04/00	01/05/00	01/06/00	01/07/00	Average

Train Delay	Philadelphia/South Jersey	HOL	4	2	1	0	4	2	2
	North Jersey	HOL	4	2	3	2	5	2	3
	Detroit	HOL	5	0	1	0	2	2	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

January 12, 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 January 7, 2000, 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, 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. Also included is the bi-weekly Buffalo update.

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

Mr. Melvin F. Clemens, Jr.

January 12, 2000

Page 2

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

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



January 12, 2000

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

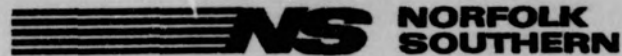
Dear Mr. Clemens:

With the year-end holidays behind us, Norfolk Southern continues to make progress in its operations. Performance measures in this week's report reflect some lingering effects of the holiday slowdown as operations were brought back up to speed. Overall average terminal dwell time, while still somewhat elevated, was on the decline. Average train speed also showed some recovery, registering an increase. Cars on line again decreased slightly. On the monitored corridors and Chicago gateway operations, 68 trains were held for terminal congestion, 31 trains were held for crews, and 12 trains were held for power.

With respect to our customer service hotline in Buffalo, nine new calls were received, four of which were resolved. The other five calls and one outstanding matter remain pending.

In the Shared Assets Areas, on-hand cars approached pre-holiday volumes, although overall terminal dwell time decreased. Lack of power resulted in 15 trains being delayed for 140 hours, while 20 trains were held for 271 hours awaiting crews. Additionally, six originating trains were delayed for 71 hours due to late arrivals from CSXT and/or NS. Together, these causes account for about 86% of the train delay hours in the SAAs.

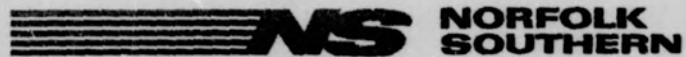
Sincerely,



For the week ending 1/7/00

Shared Asset Train Origination Performance

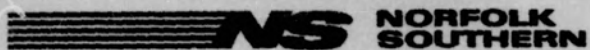
location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	1/3/00	6	50%	0%	17%	0%	33%
	1/4/00	5	60%	20%	0%	0%	20%
	1/5/00	8	50%	25%	0%	0%	25%
	1/6/00	8	25%	50%	0%	0%	25%
	1/7/00	9	33%	11%	11%	22%	22%
Detroit Total		36	42%	22%	6%	6%	25%
North Jersey Total	1/3/00	16	56%	0%	13%	13%	19%
	1/4/00	22	68%	14%	9%	5%	5%
	1/5/00	22	59%	23%	5%	9%	5%
	1/6/00	25	56%	12%	12%	4%	16%
	1/7/00	23	43%	26%	17%	0%	13%
North Jersey Total		108	56%	16%	11%	6%	11%
South Jersey Total	1/3/00	8	38%	25%	0%	25%	13%
	1/4/00	11	55%	18%	18%	9%	0%
	1/5/00	14	29%	29%	14%	14%	14%
	1/6/00	11	45%	27%	0%	27%	0%
	1/7/00	12	33%	25%	17%	8%	17%
South Jersey Total		56	39%	25%	11%	16%	9%
Grand Total		200	49%	20%	10%	9%	13%



For the week ending 1/7/00

**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	1/3/00	850	180	168	348	298	29.6
	1/4/00	850	119	158	277	251	20.5
	1/5/00	850	125	163	288	160	12.1
	1/6/00	850	99	192	291	236	22.3
	1/7/00	850	108	213	321	159	24.9
<b>North Yard MI Average</b>		<b>850</b>	<b>126</b>	<b>179</b>	<b>305</b>	<b>221</b>	<b>22.7</b>
Oak Island NJ	1/3/00	1200	672	557	1229	772	85.7
	1/4/00	1200	566	702	1268	381	59.9
	1/5/00	1200	411	536	947	423	45.2
	1/6/00	1200	652	696	1348	629	36.9
	1/7/00	1200	637	677	1314	584	42.5
<b>Oak Island NJ Average</b>		<b>1200</b>	<b>588</b>	<b>634</b>	<b>1221</b>	<b>558</b>	<b>56.0</b>
Pavonia NJ	1/3/00	900	317	444	761	469	75.7
	1/4/00	900	373	423	796	360	55.4
	1/5/00	900	250	261	511	328	31.5
	1/6/00	900	320	310	630	278	29.1
	1/7/00	900	397	308	705	378	34.7
<b>Pavonia Average</b>		<b>900</b>	<b>331</b>	<b>349</b>	<b>681</b>	<b>363</b>	<b>48.0</b>



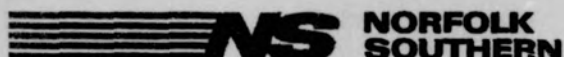
For the week ending 1/7/00

### Shared Asset Area Trains Held

area	Sat 01-Jan	Sun 02-Jan	Mon 03-Jan	Tue 04-Jan	Wed 05-Jan	Thu 06-Jan	Fri 07-Jan	Grand Total
North Jersey	4		2	3	2	5	2	18
South Jersey	4		2	1	0	4	2	13
Detroit	5			1		2	2	10

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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

### NS Northern Region Train Starts and Delays

	Saturday 1-Jan	Sunday 2-Jan	Monday 3-Jan	Tuesday 4-Jan	Wednesday 5-Jan	Thursday 6-Jan	Friday 7-Jan	Grand Total
# of Train Starts	72	151	158	169	189	217	180	1136
<b>Delay Cause</b>								
Crew Delays (hrs)	31.2	5.9	0.0	2.2	0.0	0.0	0.0	39.2
Power Delays (hrs)	0.0	27.0	87.5	65.0	37.3	27.8	14.3	258.8

The delay numbers are expressed in hours

### NS Blocked Sidings and Multiple Main Lines

track	Monday 3-Jan	Tuesday 4-Jan	Wednesday 5-Jan	Thursday 6-Jan	Friday 7-Jan	total
Multiple Main	0	0	0	0	0	0
Siding	0	0	0	0	0	0
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

### Locomotive Fleet Statistics

	Saturday 1-Jan	Sunday 2-Jan	Monday 3-Jan	Tuesday 4-Jan	Wednesday 5-Jan	Thursday 6-Jan	Friday 7-Jan	average
Fleet Size	3857	3827	3748	3903	3726	3720	3721	3786
available	3648	3596	3510	3684	3499	3486	3486	3558
out of service %	5.4%	6.0%	6.4%	5.6%	6.1%	6.3%	6.3%	6.0%

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

### NS Crew Starts and Delays

		Saturday 1-Jan	Sunday 2-Jan	Monday 3-Jan	Tuesday 4-Jan	Wednesday 5-Jan	Thursday 6-Jan	Friday 7-Jan	Grand Total
Allentown	crew starts	1	16	18	16	16	17	20	104
	crews delayed	1	7	4	5	5	5	4	31
Bellevue	crew starts	0	53	43	49	51	49	48	293
	crews delayed	0	29	8	18	15	15	17	102
Buffalo	crew starts	1	20	18	25	23	27	24	138
	crews delayed	0	6	3	3	6	6	4	28
Chicago	crew starts	0	36	39	29	39	33	39	215
	crews delayed	0	1	11	10	10	10	15	75
Cincinnati	crew starts	2	35	34	33	34	33	33	204
	crews delayed	1	17	13	13	11	12	15	82
Cleveland	crew starts	2	22	20	21	21	26	27	139
	crews delayed	0	8	8	6	11	12	7	52
Conway	crew starts	6	42	41	48	52	55	53	297
	crews delayed	2	19	12	13	15	14	17	92
Detroit	crew starts	1	16	17	24	21	23	24	126
	crews delayed	1	8	4	5	5	9	6	38
Elkhart	crew starts	3	44	44	42	36	40	41	250
	crews delayed	0	22	15	14	13	13	15	92
Harrisburg	crew starts	8	33	44	51	50	47	59	292
	crews delayed	4	11	9	7	20	18	22	91
Toledo	crew starts	1	50	48	48	47	60	55	309
	crews delayed	0	13	8	8	13	8	9	59

**Notes:**

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

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

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

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

### NS Northern Region Daily Crew Availability Percentage

	Saturday 1-Jan	Sunday 2-Jan	Monday 3-Jan	Tuesday 4-Jan	Wednesday 5-Jan	Thursday 6-Jan	Friday 7-Jan	average
availability%	76%	78%	84%	85%	86%	87%	86%	83%

**Notes:**

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

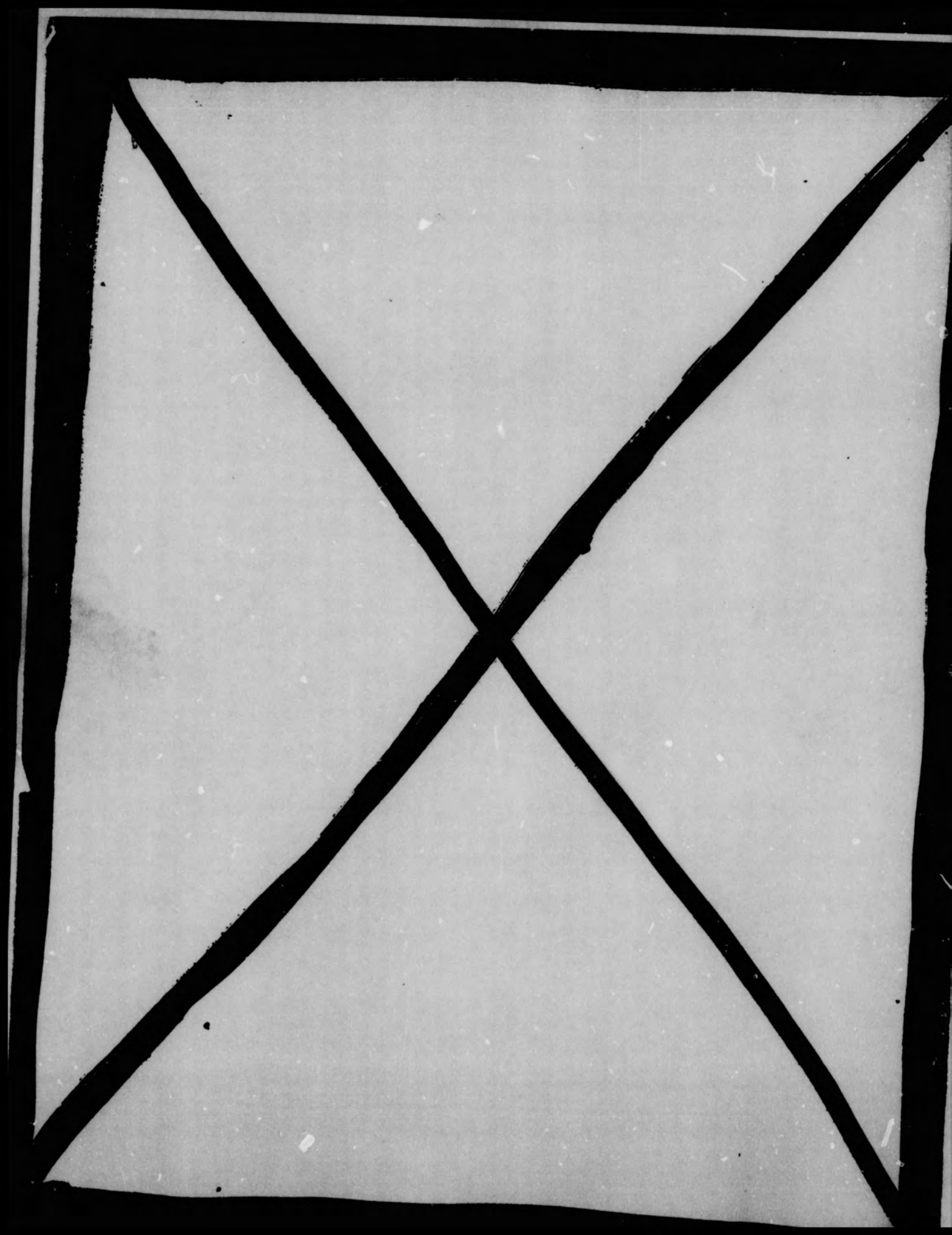
### NS Northern Region Crew Starts and Recrews

	Saturday 1-Jan	Sunday 2-Jan	Monday 3-Jan	Tuesday 4-Jan	Wednesday 5-Jan	Thursday 6-Jan	Friday 7-Jan	Grand Total
crew starts	34	332	337	337	348	373	396	2157
recrews	3	30	41	41	43	32	18	208

**Notes:**

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

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



STB

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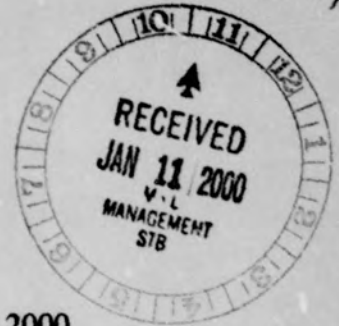
SURFACE TRANSPORTATION BOARD

# Memorandum

ENTERED  
Office of the Secretary

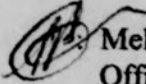
JAN 11 2000

Part of  
Public Record



DATE: January 11, 2000

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

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement

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

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

Attachments

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

500 Water Street (J215)  
Jacksonville, FL 32202  
(904) 366-4092  
FAX: (904) 359-2263

R.J. Haulter  
Assistant Vice President-Integration Planning

January 3, 2000

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
Construction and Capital Efforts Impacting Buffalo Area .....	Page 4
Information Technology .....	Pages 5-8
Customer Service .....	Pages 9-10
Training.....	Page 11

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

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

Very truly yours,

Bob Haulter

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

Paul R. Hitchcock - J150  
Senior Counsel

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

**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
Construction and Capital Projects Impacting Buffalo Area.....	Page 4
Information Technology .....	Pages 5-8
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Training.....	Page 11

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

# **STB OPERATIONAL MONITORING REPORT**

**As of December 31, 1999**

## **LABOR**

### **Labor Implementing Agreements**

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

### **Labor Management Task Force**

CSXT has sent an invitation to each of its unions with which an implementing agreement has been reached and which will continue to represent employees on CSXT to participate in a labor task force similar to the one established with the United Transportation Union. CSXT has held labor task force meetings with a number of its unions. CSXT will hold additional meetings, as the need arises. CSXT also will continue its effort to have frequent communications with its unions to guarantee that problems which may still arise with respect to the implementation of the transaction receive prompt attention.



# STB OPERATIONAL MONITORING REPORT

As of December 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Status	Expected Completion Date
1)	Greenwich, Ohio to Pine Junction, Indiana	Construct 2 <sup>nd</sup> main track with TCS on B&O including connections.	Complete	4Q 98
2)	Quaker to Greenwich, Ohio	Construction by Conrail of 2 <sup>nd</sup> main track with TCS.	Complete	4Q 98
3)	Willard, Ohio	Yard Expansion	Complete	1Q 99
4a)	Crestline, Ohio	a) Construct or rehabilitate connection tracks with Indianapolis Line.	a) Complete	2Q 99
4b)	Sidney, Ohio	b) Connection Track	b) Complete	4Q 98
4c)	Marion, Ohio	c) Rehabilitate Connection Track	c) Complete	1Q 99
5)	Carleton, Michigan	Connect track with Conrail	Complete	4Q 98
6a)	Alice, Indiana	a) Siding Extension	a) Complete	a) 3Q 98
6b)	Harwood, Indiana	b) Siding Extension	b) Complete	b) 4Q 98
7a)	Chicago, Illinois	a) Intermodal Expansions	a) Complete	a) 3Q 98
7b)	Cleveland, Ohio	b) Intermodal Expansions	b) Complete	b) 1Q 99
7c)	Philadelphia, Pennsylvania	c) Intermodal Expansions	c) Underway	c) 1Q 00
7d)	Little Ferry, New Jersey	d) Intermodal Expansions	d) Complete	d) 3Q 98
8)	Philadelphia, Pennsylvania	Rebuild Eastwick connection track with Conrail.	Complete	4Q 98
9)	Hobart, Indiana to Tolleston, Indiana	Restoration of connection and main track between Hobart & Tolleston.	Complete	2Q 99

# STB OPERATIONAL MONITORING REPORT

As of December 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

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

## **STB OPERATIONAL MONITORING REPORT**

**As of December 31, 1999**

### **Construction and Capital Efforts Impacting Buffalo Area**

By the end of 1999, CSXT will have made capital expenditures of about \$2.3 million in the Buffalo area. This includes expenditures for intermodal ramp expansion, rail relay in yards and on the mainline, improvements to the BIDS facility and in mechanical shop improvements. All of these investments are specifically aimed at improving customer service and transportation efficiency. In addition, CSXT is spending \$7.5 million between Buffalo and Philadelphia to improve the capacity and speed of the CSXT lines linking Buffalo to the metropolitan centers of the east coast.

*In December we will begin the normal shutdown of construction projects in the Buffalo area for winter weather conditions. If winter weather follows expectations, construction projects will recommence in April, 2000.*

# STB OPERATIONAL MONITORING REPORT

As of December 31, 1999

## INFORMATION TECHNOLOGY

### *Information Technology*

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

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

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



# STB OPERATIONAL MONITORING REPORT

As of December 31, 1999

## INFORMATION TECHNOLOGY

Operating Area	Implementation Strategy	Status	Training
Operations Personnel Crew Management	<p>Separation of callings desks (CSX, NS, SAC) in Dearborn, MI has been pre-negotiated and is in place. There will be a phased roll-out of eight calling desks to TECS – the CSX Crew Calling System. The first desk will be rolled out 50 days after Day 1.</p> <p>T&amp;E Crews will continue to submit paper time sheets to Dearborn, MI until the TECS desk roll-out is completed. Paperless payroll implementation will take place 2 weeks after each TECS desk implementation. The entire roll-out will take approximately seven months.</p>	<p>Systems development in process and on schedule.</p> <p>The TECS desk roll-out is still on schedule.</p> <p>All desks have been cut over to TECS.</p> <p><i>Paperless payroll training was completed Dec. 10, 1999</i></p>	<p>CSX Payroll officers will train T&amp;E employees on the CSX Payroll system immediately following the implementation of TECS. Local Chairman will participate in the training. Training documents have been prepared and presented to Conrail personnel.</p> <p><i>Training sessions have been completed.</i></p>
Transportation Car Management and Movement	<p>Field personnel will continue using Conrail application systems supporting yard inventory, train consisting and work orders after Day 1.</p> <p>Disposition and management of empty cars will occur in Jacksonville using CSX systems after Day 1 to ensure coordinated system wide transportation operations.</p> <p>Customers on the acquired territory will continue to order empty cars and obtain information on order status as they do today.</p> <p>CSX systems will be rolled-out to the acquired Conrail territory in 5 phases after Day 1.</p>	<p>Systems development in process and on schedule.</p> <p>Toledo Stanley Yard was cut-over to CSX systems July 27<sup>th</sup>.</p> <p>Indianapolis Field Roll-Out was successfully cut-over on Oct 11.</p> <p>Next Field Roll-Out scheduled for January 2000.</p>	<p>Conrail Car Management team has been hired for the transition period. Training of Conrail Car Management staff has begun and is scheduled for completion by the end of May.</p> <p>Training of affected field location personnel to begin 30 days prior to each field roll-out phase.</p> <p>Training for next Field Roll-out began 11/1.</p>

# STB OPERATIONAL MONITORING REPORT

As of December 31, 1999

## INFORMATION TECHNOLOGY

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

# STB OPERATIONAL MONITORING REPORT

As of December 31, 1999

## INFORMATION TECHNOLOGY

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

# **STB OPERATIONAL MONITORING REPORT**

**As of December 31, 1999**

## **Customer Service Progress Report**

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

### **The Transition Process**

The first major segment of the former Conrail territory was implemented October 11, 1999 on schedule, and is now up and running on CSX work order and yard systems. The implemented area included major terminals at Indianapolis and East St. Louis and the main line east to Ridgeway, Ohio. Also included in this area were Danville and Salem, Illinois; and Lafayette, Crawfordsville, Frankfort, and New Castle, Indiana. From a Customer Service standpoint, the transition went smoothly, with no major disruptions attributable to the systems implementation.

We are now planning for the second of about five regional areas to be cut over to CSX systems. This segment lies adjacent to the first and includes major terminals in Columbus and Cleveland, Ohio. The territory extends from west of Fort Wayne, Indiana to just west of Erie, Pennsylvania, including Columbus, Lima, Marion, and other locations in Ohio. "Lessons learned" from the first implementation are being incorporated into the new workplan.

### **Personnel**

We plan to duplicate the training and mentoring procedures used in the first implementation when we transition the Ohio area to CSX systems. Minor adjustments will be made to the actual training and implementation procedures as we carry over what we learned from the Indianapolis/East St. Louis cut-over. Classroom training in Pittsburgh has begun, with completion planned to immediately precede the actual cut-over. As before, Contract Specialists, Command Center, and Technology Personnel will be on hand to effect the transition. In addition, mentors will be placed in the critical field locations to assist yardmasters and crews as needed.



# **STB OPERATIONAL MONITORING REPORT**

**As of December 31, 1999**

## **Customer Service Progress Report Continued**

### **Customer Familiarization**

The customer familiarization processes used previously will also be duplicated. Tariffs will be published and distributed for supplemental billing purposes, and procedures put in place to convert the records for the first 9 days of January from the Conrail to the CSX demurrage system, so the customers will see only one bill for the month. All customers will be contacted to notify them of impending changes, to include personal visits by the CSX Marketing Group. Customers will also be contacted by our Electronic Commerce Customer Integration Center to explain our EC offerings and initiatives.

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

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

## **STB OPERATIONAL MONITORING REPORT**

**As of December 31, 1999**

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

#### **Clerical Employees**

*On December 13 we began training for clerical employees who will be impacted by the conversion to CSXT computer systems in the Cleveland area. Of the 15 employees scheduled to receive training, 8 were trained with the remainder scheduled to be trained the week of January 3, 2000. Additionally, a clerical trainer will be on-site the week of January 10 to support the cutover.*

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

*Training on CSXT train documents for train service employees was conducted November 8 through December in preparation for field rollout in the Cleveland area. This training was temporarily delayed at some of the scheduled training locations due to limited availability of crews caused by high traffic volumes on the railroad. However, management and labor worked together to coordinate the voluntary participation of conductors and trainmen who were on vacation or on off days.*

#### **Field Transportation Supervisors**

*Field rollout training for the Cleveland area began November 7<sup>th</sup>. To date, 13 out of 20 Trainmasters and 16 out of 22 Yardmasters have completed training. The field rollout training consists of applications related to train movement both in terminals/yards and on the line-of-road. There is a Yardmaster and Trainmaster class scheduled to begin on 1/3/00, which should complete the rollout training. We also have two Yardmasters who will complete three weeks of computer training in Jacksonville on 12/17 with a New Hire Yardmaster class.*

#### **Crew Management**

*All crew dispatcher training is complete. The Dearborn crew dispatcher desks are scheduled to move to Jacksonville starting January 7<sup>th</sup>. Upon arrival, each crew dispatcher will attend a three-hour training session on payroll input and telephone log on procedures.*

#### **Customer Service**

*Field rollout training for the National Customer Service Center employees who support the Cleveland area is on schedule. Thirty-three Customer Service employees have attended the three week training sessions. Students attending the first session of the training will return for a week of review and simulation one week prior to the cutover. Managers involved in this rollout are also scheduled to attend specialized training the week prior to cutover.*

January 11, 2000  
Page 1

**David A. Shelton**  
Attorney

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

January 10, 2000

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

Dear Mr. Clemens,

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

Sincerely,

Enclosure

# Norfolk Southern Corporation

## STB Operational Monitoring Report

*As of December 31, 1999*

<b>Reporting Requirement</b>	<b>Page</b>
Item 1. Labor Implementing Agreements .....	2
Item 2. Construction and Other Capital Projects .....	3
Item 3. Information Technology .....	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 December 31, 1999*

## **LABOR**

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

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

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

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

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

# Surface Transportation Board Operational Monitoring Report

As of December 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location		Project	Dept	Phase	Status
Alexandria	IN	Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Allentown - Reading	PA	Traffic Control System	Signal	Design	In progress
	PA	Estimated Completion Date: 4Q00		Const	
Angola	NY	Upgrade existing siding, construct new siding Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Bridge	Design	Complete
			Signal	Const	Complete
				Design Const	Complete Complete
Ashtabula	OH	Construct connection track Estimated Completion Date: 1Q00	Track	Design	Complete
				Const	Complete
			Signal	Const	In progress
Attica	IN	Extend siding 4,580 track feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design Const	Complete Complete
Boundbrook	NJ	Extend siding 15,000 track feet Estimated Completion Date: 1Q00	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
			Signal	Const	Complete
				Design Const	Complete Complete
Bucyrus	OH	Construct track connection Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading	Complete
				Const	Complete
			Signal	Design	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

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

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	Project	Dept	Phase	Status
Buffalo	NY Construct connection to BPRR yard Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete Complete
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: 2Q00	Track	Design	Project being defined.
			Grading	
			Const	
		Signal	Design Const	
Chicago	IL Expand and improve 47th St Yard Intermodal Terminal Estimated Completion Date: 3Q00	Track	Design	In progress
			Grade/Pave	In progress
Cloggsville	OH Track Rehabilitation Estimated Completion Date: Complete	Track	Design	Complete
			Const	Complete
Cloggsville	OH Construct second main Estimated Completion Date: 4Q00	Track	Design	Complete
			Grading	In progress
			Const	In progress
		Bridge	Design	Complete
			Const	In progress
		Signal	Design Const	Complete In progress
Columbus	OH Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
			Const	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
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Croxtan	NJ Expand and improve intermodal terminal Estimated Completion Date: 2Q00	Track	Design	Complete
			Grade/Pave	In progress
E-Rail	NJ Expand and improve intermodal terminal Estimated Completion Date: 2Q00	Track	Design Grade/Pave	In progress

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

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location		Project	Dept	Phase	Status
Erie	PA	Erie Track Realign Project Estimated Completion Date: 4Q00	Track	Design	In progress
			Signal	Grading Const Design Const	In progress
Flemington	NJ	Construct 12,500 foot siding Estimated Completion Date: 1Q00	Track	Design	Project being defined.
			Signal	Grading Const Design Const	
Hadley Jct (Ft Wayne)	IN	Double tracking Estimated Completion Date: 2Q00	Track	Design	Project being defined.
			Signal	Grading Const Design Const	
Hagerstown Sec (Greencastle)	PA	Construct siding Estimated Completion Date: Complete	Track	Design	Complete
			Signal	Grading Const Design Const	Complete Complete Complete Complete
Hagerstown Sec	PA	Traffic Control Estimated Completion Date: 4Q00	Signal	Design Const	In progress
Harrisburg	PA	Construct double track Estimated Completion Date: 1Q00	Land		In progress
			Track	Design Grading Const	Complete In progress In progress
			Signal	Design Const	Complete In progress
Harrisburg (Rutherford)	PA	Construct intermodal terminal Estimated Completion Date: 3Q00	Track	Design	Complete
				Grade/Pave	In progress
Harrisburg - Reading	PA	Traffic Control System and remove pole line Estimated Completion Date: 4Q00	Signal	Design	Complete
	PA			Const	In progress
KD Tower - Cumberland Falls	KY	Extending double track 40,120 feet Estimated Completion Date: Complete	Track	Design	Complete
				Grading Const	Complete Complete
			Signal	Design Const	Complete Complete
Knoxville - Chattanooga	TN	Double Stack Clearances Estimated Completion Date: Complete	Track	Design	Complete
	TN			Const	Complete
			Bridge	Design	Complete
Marshfield	IN	Upgrade and extend siding 7,908 feet Estimated Completion Date: Complete	Land		Complete
			Track	Design	Complete
				Grading Const	Complete Complete
			Bridge	Design	Complete
				Const	Complete
			Signal	Design	Complete
				Const	Complete



# Surface Transportation Board Operational Monitoring Report

As of December 31, 1999

## CONSTRUCTION AND OTHER CAPITAL PROJECTS

Location	Project	Dept	Phase	Status
Oak Harbor	OH Construct track connection Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
Pattensburg	NJ Clearance-9 Bridges Estimated Completion Date: Complete	Bridge	Design	Complete
			Const	Complete
Pattensburg	NJ Siding Extensions Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
		Signal	Const	Complete
			Design	Complete
Pattensburg	NJ Tunnel Clearance Estimated Completion Date: Complete	Bridge	Design	Complete
			Const	Complete
Philadelphia	PA Construct crossover -- Zoo Estimated Completion Date: 2Q00	Track	Design	Project being defined.
			Grading	
		Signal	Design	
Piney Flats	TN Extend siding 6,610 feet Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
Port Reading	NJ Chemical Coast Clearance Projects Estimated Completion Date: 1Q00	Track	Design	Complete
			Const	In progress
		Bridge	Design	Complete
			Const	In progress
Rader	TN Extend siding 5,189 feet Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Bridge	Design	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Reading - Philadelphia	PA Traffic Control System and remove pole line Estimated Completion Date: 4Q00	Signal	Design	Complete
Riverton Jct - Roanoke	VA Clearance projects Estimated Completion Date: Complete	Bridge	Design	Complete
			Const	Complete
Sandusky (Bellevue)	OH Construct Triple Crown Terminal Estimated Completion Date: Complete	Track	Design	Complete
		Building	Grade/Pave Const	Complete

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

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	Project	Dept	Phase	Status
Sandusky-Columbus	OH Double track: S 13.60 - S 26.00 Estimated Completion Date: 1Q00	Track	Design	Complete
			Grading	Complete
			Const	In progress
		Signal	Design Const	Complete In progress
Sandusky-Columbus	OH Double track: S 31.20 - S 43.10 Estimated Completion date: 2Q00	Land Track	Design	In progress
			Grading	In progress
		Signal	Const	
			Design Const	In progress
Sandusky-Columbus	OH Double track: S 88.20 - S 95.60 Estimated Completion Date: 1Q00	Land Track	Design	In progress
			Grading	Complete
			Const	In progress
		Signal	Design Const	In progress In progress
Sidney	IL Construct track connection Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete Complete
Sido	MO Double tracking 36,458 track feet Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Bridge	Design Const	Complete Complete
Sloan	IL Extend siding 5,027 track feet Estimated Completion Date: Complete	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete Complete
Southern Tier	NY Southern Tier Rehabilitation Estimated Completion Date: 2Q00	Track	Const	Project being defined.
		Bridge	Design	In progress
			Const	
St. Louis (Mitchell)	MO Expand Mitchell Triple Crown Terminal Estimated Completion Date: 1Q00	Track	Design	Complete
			Grade/Pave	In progress
		Signal	Design Const	Complete Complete
Toledo	OH Intermodal Terminal Estimated Completion Date: 2Q00	Track	Design Grade/Pave	Project being defined.
Tolono	IL Track Connection Estimated Completion Date: 1Q00	Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design Const	Complete In progress

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

**CONSTRUCTION AND OTHER CAPITAL PROJECTS**

Location	Project	Dept	Phase	Status
Vermillion	OH Track Connection Estimated Completion Date: Complete	Land		Complete
		Track	Design	Complete
			Grading	Complete
			Const	Complete
		Signal	Design	Complete
			Const	Complete
Wabash	IN Construct connection track Estimated Completion Date: Complete	Track	Const	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 December 31, 1999*

**INFORMATION TECHNOLOGY**

***Systems and Personnel Training***

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



# Surface Transportation Board Operational Monitoring Report

As of December 31, 1999

## INFORMATION TECHNOLOGY

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

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

**Note:** The Board has asked NS to report on any IT efforts relative to the Southern Tier and the Buffalo area. Although there are no initiatives tailored to a specific area, NS is putting particular emphasis on IT issues systemwide and continues to address them with the rollout of the Thoroughbred Yard Enterprise System and the Train Information System, continued monitoring and refining of the NS data system's interaction with the Shared Assets Area systems, and daily monitoring of information quality. These efforts will improve service throughout the NS network, including of course the Southern Tier and the Buffalo area.

# **Surface Transportation Board Operational Monitoring Report**

*As of December 31, 1999*

## **CUSTOMER SERVICE**

### ***Transition Process***

Transition team members for NS are in place in Philadelphia and working in Customer Service. The team's operational duration remains undetermined. The additional phone lines added to our toll-free number have enabled us to handle larger volumes of calls, and a menu selection feature has been added to direct calls for faster handling. 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***

Training stations remain in place at three locations – Conway Yard (Pittsburgh); Elkhart, Indiana; and Columbus, Ohio – for training personnel involved in implementing new data systems on NS portions of Conrail. Fifty additional trainers supplied by an outside firm are assisting in systems rollout. All supervisory positions have been filled for Data Quality and the Agency Operations Center. Eight new positions were added to the Customer Service Center in November, including four supervisory positions in the new Problem Resolution Group. The other four positions are Customer Service Representatives assigned to the Commodity Teams in the National Customer Service Center.

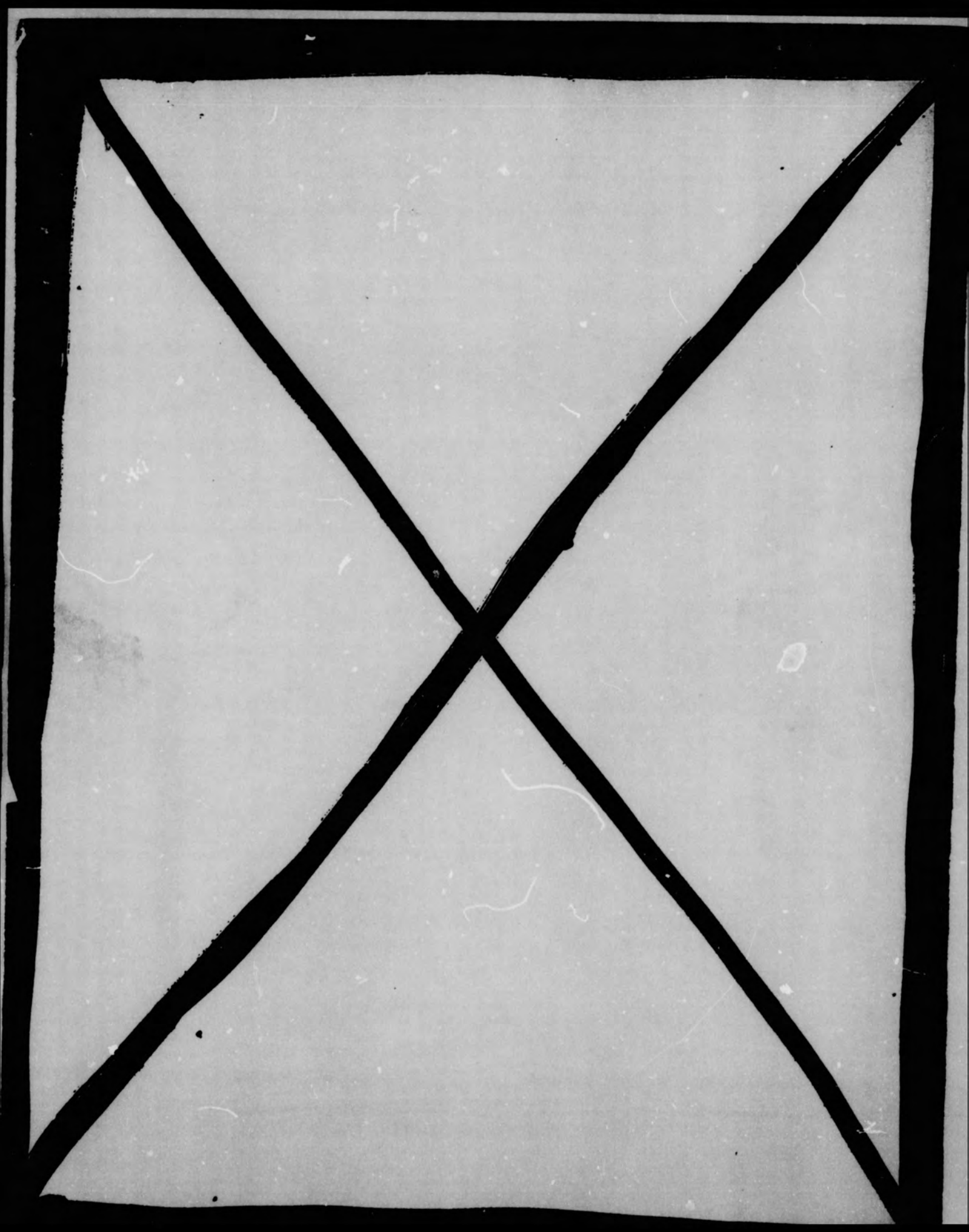
### ***Customer Awareness***

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

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

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

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



STB

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SURFACE TRANSPORTATION BOARD

# Memorandum

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Office of the Secretary

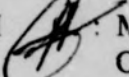
JAN 06 2000

Part of  
Public Record

DATE: January 6, 2000



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

FROM :  Mel Clemens, Director  
Office of Compliance and Enforcement

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

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

#### Attachments

cc: Chairman Morgan  
Vice Chairman 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

January 5, 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, December 31<sup>st</sup>. This reporting period includes the post-Christmas and pre-New Year's holiday shutdown period.

Total cars on line increased this week to 266,936. Terminal dwell increased from 33.0 to 47.5 hours. Overall train velocity decreased from 18.3 to 17.2 miles-per-hour from the prior week. All three of these indicators were directly related to the curtailment in operations over the holidays.

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**

During this reporting week, the on-time-to-two-hours-late measure of deliveries to western carriers through Chicago moved unfavorable, due mainly to enroute delays into Chicago. Note, however, that a few delays had a greater impact on the percentages. Approximately one-half as many trains were measured (eighteen trains versus thirty-two last week) due to holiday curtailments.

#### **Yards and Terminals**

The curtailment in operations spanning the two holidays has led to dramatic increases in volumes on hand and car dwell hours. The railroad was basically shutdown for three of the seven reported days.

CSXT continued to have heavy volumes over the system and in particular the Northern Region Lines. We anticipate that the next reporting week will again show terminal dwell hours higher than usual due to the holiday curtailment.

### **Corridor Performance**

In this reporting week, two of the six corridors improved performance when compared to the previous week in the on-time-to-two-hours-late category. The best performance during the reported week was the I-95 corridor. Second-best performance was New Orleans to Carolinas corridor. Overall, the percent of trains in the greater-than-six-hours-late category decreased by nine percentage points. The on-time-to-two-hours-late category moved unfavorably, decreasing fourteen percentage points. The measured train volume was light, as only 66 trains were measured versus 129 before the holidays.

### **Shared Areas**

Daily average on hand cars increased at all three locations, and while higher than last week's, continued to reflect diminished holiday traffic levels. Overall terminal dwell time increased from 41.5 hours to 51.1 hours. Reported road train delays for crew and power delays increased over the prior week. One originating train was delayed due to late arrivals.

### **Additional Measurements**

Train Delay Metric: For 542 train starts, Train Delay totaled 741 hours for Power and 736 hours for Crew.

Train Crew Delay Metric: The percent of crews not departing within two hours of the on-duty time averaged 36% for the week, an improvement of 1% from the prior week.

Daily Crew Availability Percentage: Crew Availability Percentage averaged 75%, up 1% from the prior week. This is an expected seasonal condition.

Daily Number of Recrews Required: Of 1367 crew starts, 83 (6%) were recrews, a 1% improvement from the prior week.

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

Locomotives: Gross Locomotives = 4092, Average Available = 3687, and Out-of-Service Ratio = 6.2%.

Cars Offered in Interchange: averaged 69 cars daily, of which none were allocated to Norfolk Southern.

Blocked Sidings or Multiple Main Lines: totaled one for the week, down from four reported last week.

On-time performance, passenger trains through Brunswick, MD: 70% for 10 AMTRAK trains (Pittsburgh – Washington). 99% for 72 MARC trains (West Virginia – Washington).

Buffalo Customer Service (Hot-Line): the customer service center received only two hot-line calls, seeking assistance in tracing cars. The requests were resolved.

During this reporting week, CSXT began to restart its operations after the Christmas holidays on Sunday, December 26<sup>th</sup>. A full resumption to operations was somewhat limited due to the high crew unavailability that existed on the 26<sup>th</sup>, 28<sup>th</sup>, and 29<sup>th</sup>. On December 30<sup>th</sup>, the railroad started curtailing its operations again with the resumption scheduled for Sunday, January 2<sup>nd</sup>. This reporting week includes the impact to cars on line, velocity and terminal dwell due to the holiday curtailment period compounded by the downturn in crew availability. Although the reported measurements reflect operations over this time period, they should not be interpreted as fully indicative of the fluidity of the railroad.

Sincerely,

Danford L. Price  
Assistant Vice President  
Service Measurements



# Surface Transportation Board

## Performance Measures

For the week ending: 12/31/99

### Yard Performance

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99
Oak Island, NJ	Fluid Capacity	1200	1200	1200	1200	1200
	Cars On Hand - Loaded	398	403	426	591	602
	Cars On Hand - Empty	535	512	476	589	678
	Cars On Hand - Total	933	915	902	1180	1280
	Cars Handled	366	501	459	564	293
	Dwell Hours	78.6	56.2	72.4	43.5	51.0
Pavonia, NJ	Fluid Capacity	900	900	900	900	900
	Cars On Hand - Loaded	217	237	113	220	301
	Cars On Hand - Empty	370	254	242	272	343
	Cars On Hand - Total	587	491	355	492	644
	Cars Handled	659	352	242	430	198
	Dwell Hours	74.9	36.7	33.7	44.6	37.8
North Yard, MI	Fluid Capacity	850	850	850	850	850
	Cars On Hand - Loaded	164	207	148	152	150
	Cars On Hand - Empty	96	101	86	144	126
	Cars On Hand - Total	260	308	234	296	276
	Cars Handled	207	213	290	205	60
	Dwell Hours	65.3	25.5	18.4	29.5	10.8

**CSX Comments:** Daily on hand cars increased at all three measured locations, and while higher than last week, continue to reflect diminished holiday local traffic activity levels. Overall terminal dwell time increased from 41.5 hours to 51.1 hours. Holiday shutdowns significantly impacted outbound road trains and local delivery at Pavonia and North Yard.

# Surface Transportation Board

## Performance Measures

For the week ending: 12/31/99

### Train Originations

(Composite of NS/CSX Traffic)

		Monday	Tuesday	Wednesday	Thursday	Friday
Location	Measure	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99
North Jersey SAA	Number of Originations	7	12	11	7	0
	% Ontime	14%	50%	64%	0%	0%
	% Late 0-2 Hours	57%	33%	36%	29%	0%
	% Late 2-4 Hours	14%	17%	0%	29%	0%
	% Late 4-6 Hours	14%	0%	0%	0%	0%
	% Late GT 6 Hours	0%	0%	0%	42%	0%
South Jersey SAA	Number of Originations	5	4	5	4	0
	% Ontime	0%	25%	20%	50%	0%
	% Late 0-2 Hours	60%	50%	20%	0%	0%
	% Late 2-4 Hours	20%	25%	40%	50%	0%
	% Late 4-6 Hours	0%	0%	20%	0%	0%
	% Late GT 6 Hours	20%	0%	0%	0%	0%
Detroit SAA	Number of Originations	5	1	2	3	0
	% Ontime	60%	100%	100%	33%	0%
	% Late 0-2 Hours	20%	0%	0%	0%	0%
	% Late 2-4 Hours	20%	0%	0%	33%	0%
	% Late 4-6 Hours	0%	0%	0%	33%	0%
	% Late GT 6 Hours	0%	0%	0%	0%	0%

**CSX Comments:** Reported road train delays for crew and power increased over the prior week. Crew availability delayed 26 trains, a significant increase (76%) in delay hours over last week. Power delays hours, however, increased only slightly (12%) delaying 12 trains. One originating train was delayed due to late arrivals.

## Surface Transportation Board

### Performance Measures

For the week ending: 12/31/99

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

(Snapshot at Midnight for Day Measured)

		Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Railroad Offered To	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Average
Cars Offered	NS	0	0	0	0	0	0
	All Other	94	63	63	63	63	69
	Total	94	63	63	63	63	69

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	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Total
Blocked	Sidings	0	0	1	0	0	1
	Multiple Main Lines	0	0	0	0	0	0
	Total	0	0	1	0	0	1

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	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Average
AMTK	Trains	2	2	2	2	2	10
	% On Time	100%	50%	50%	50%	100%	70%
MARC	Trains	18	18	18	18	0	72
	% On Time	100%	94%	100%	100%	N/A	99%

AMTK measured according to contract with CSXT.

# Surface Transportation Board

## Performance Measures

For the week ending: 12/31/99

### CSXT Train Crew Delay

Terminal	Causes of Delay Trains / Hours	Saturday 12/25/99	Sunday 12/26/99	Monday 12/27/99	Tuesday 12/28/99	Wednesday 12/29/99	Thursday 12/30/99	Friday 12/31/99	Weekly Total
Baltimore	Train Crew Starts	N/A	11	14	20	16	18	2	81
	Crews Delayed +2 Hours	N/A	6	11	13	5	9	0	44
	% Delayed +2 Hours	N/A	55%	79%	65%	31%	50%	0%	54%
Buffalo	Train Crew Starts	N/A	25	29	41	46	45	6	192
	Crews Delayed +2 Hours	N/A	11	7	13	8	11	1	51
	% Delayed +2 Hours	N/A	44%	24%	32%	17%	24%	17%	27%
Chicago	Train Crew Starts	N/A	11	23	24	26	27	6	117
	Crews Delayed +2 Hours	N/A	0	15	11	9	11	4	50
	% Delayed +2 Hours	N/A	0%	65%	46%	35%	41%	67%	43%
Cincinnati	Train Crew Starts	N/A	28	35	36	24	38	9	170
	Crews Delayed +2 Hours	N/A	6	9	14	10	20	4	63
	% Delayed +2 Hours	N/A	21%	26%	39%	42%	53%	44%	37%
Cleveland	Train Crew Starts	N/A	16	17	15	21	19	3	91
	Crews Delayed +2 Hours	N/A	0	9	5	3	10	0	27
	% Delayed +2 Hours	N/A	0%	53%	33%	14%	53%	0%	30%
Cumberland	Train Crew Starts	N/A	22	34	31	37	36	3	163
	Crews Delayed +2 Hours	N/A	9	10	3	6	10	0	38
	% Delayed +2 Hours	N/A	41%	29%	10%	16%	28%	0%	23%
Detroit	Train Crew Starts	N/A	4	6	4	8	7	0	29
	Crews Delayed +2 Hours	N/A	1	1	1	0	1	0	4
	% Delayed +2 Hours	N/A	25%	17%	25%	0%	14%	N/A	14%
Philadelphia	Train Crew Starts	N/A	4	8	3	5	5	1	26
	Crews Delayed +2 Hours	N/A	3	4	2	1	4	0	14
	% Delayed +2 Hours	N/A	75%	50%	67%	20%	80%	0%	54%
Selkirk	Train Crew Starts	N/A	26	18	27	33	34	10	148
	Crews Delayed +2 Hours	N/A	8	11	9	16	21	2	67
	% Delayed +2 Hours	N/A	31%	61%	33%	48%	62%	20%	45%
Toledo	Train Crew Starts	N/A	23	31	25	25	29	1	134
	Crews Delayed +2 Hours	N/A	12	9	11	8	9	0	49
	% Delayed +2 Hours	N/A	52%	29%	44%	32%	31%	0%	37%
Willard	Train Crew Starts	N/A	29	37	39	44	36	8	193
	Crews Delayed +2 Hours	N/A	5	18	16	15	9	2	65
	% Delayed +2 Hours	N/A	17%	49%	41%	34%	25%	25%	34%

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: 12/31/99

#### CSXT Train Delay - Northern Region Lines

	Cause of Delay	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Trains / Hours	12/25/99	12/26/99	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Total
Train Delay	Originating Train Starts	N/A	79	96	115	104	119	29	542
	Delayed Hours - Power	N/A	0	164	272	260	45	0	741
	Delayed Hours - Crews	N/A	108	54	212	154	83	125	736

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

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

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Crew Availability	12/25/99	12/26/99	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Average
Crew Availability	% Available	71%	74%	76%	76%	77%	76%	75%	75%

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

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

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Weekly
Measure	Crew/Recrews	12/25/99	12/26/99	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Total
Crews/Recrews	Train Crew Starts	N/A	208	226	268	278	278	109	1367
	Recrews	N/A	12	16	18	16	14	7	83
	% Recrewed	N/A	6%	7%	7%	6%	5%	6%	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: 12/31/99

#### CSXT Locomotive Fleet Condition

		Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Daily
Measure	Locomotives	12/25/99	12/26/99	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Average

Locomotives	Gross Fleet Size	4112	4077	4068	4106	4088	4094	4096	4092
	Avg. Number Available	3691	3683	3672	3636	3709	3710	3708	3687
	OOS Ratio	5.3	5.9	6.6	6.9	6.4	6.2	5.8	6.2

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	12/25/99	12/26/99	12/27/99	12/28/99	12/29/99	12/30/99	12/31/99	Average

Train Delay	Philadelphia/South Jersey	6	5	2	7	6	4	0	4
	North Jersey	3	1	1	5	3	4	0	2
	Detroit	2	3	0	0	0	2	0	1

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

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

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

January 5, 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 December 31, 1999, 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, 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.  
January 5, 2000  
Page 2

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

Sincerely,

George A. Aspatore  
General Solicitor

Enclosures



January 5, 2000

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

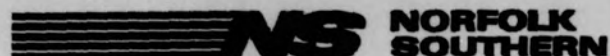
Dear Mr. Clemens:

This week's report reflects expected effects of the annual lull in the transportation business generally seen across the country during the period between the Christmas and New Year holidays. As our customers scaled back their operations and connecting carriers responded to similar actions by their customers, Norfolk Southern adjusted its operations accordingly, focusing on the essential traffic that continued to run. As a result of the general transportation slowdown, the broad effect was a negative impact on performance measures, demonstrated most notably in the increase in overall average terminal dwell time. A decrease in average train speed also resulted. However, contrary to an expected increase, cars on line showed a slight decrease. On the monitored corridors and Chicago gateway operations, 78 trains were held for terminal congestion, 30 trains were held for crews, and 18 trains were held for power.

With respect to our customer service hotline in Buffalo, no new calls were received. Of the two matters pending, one was resolved.

In the Shared Assets Areas, holiday effects also were seen as lack of power resulted in 12 trains being delayed for 322 hours, while 26 trains were held for 769 hours awaiting crews. Together, these causes account for about 86% of the train delay hours in the SAAs.

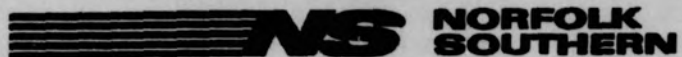
Sincerely,



For the week ending 12/31/99

Shared Asset Train Origination Performance

location	date	Trains	On time	0-2 hours late	2-4 hours late	4-6 hours late	6+ hours late
Detroit Total	12/27/99	5	60%	20%	20%	0%	0%
	12/28/99	1	100%	0%	0%	0%	0%
	12/29/99	2	100%	0%	0%	0%	0%
	12/30/99	0	0%	0%	0%	0%	0%
	12/31/99	0	0%	0%	0%	0%	0%
Detroit Total		8	75%	13%	13%	0%	0%
North Jersey Total	12/27/99	7	14%	57%	14%	14%	0%
	12/28/99	12	50%	33%	17%	0%	0%
	12/29/99	11	64%	36%	0%	0%	0%
	12/30/99	0	0%	0%	0%	0%	0%
	12/31/99	0	0%	0%	0%	0%	0%
North Jersey Total		30	47%	40%	10%	3%	0%
South Jersey Total	12/27/99	5	0%	60%	20%	0%	20%
	12/28/99	4	25%	50%	25%	0%	0%
	12/29/99	5	20%	20%	40%	20%	0%
	12/30/99	2	50%	0%	50%	0%	0%
	12/31/99	0	0%	0%	0%	0%	0%
South Jersey Total		16	19%	38%	31%	6%	6%
Grand Total		54	43%	35%	17%	4%	2%



For the week ending 12/31/99

Shared Asset Area - Yard Performance

Yard	date	Fluid Capacity	On hand -Empty	On hand - Loaded	On hand - Total	Cars handled	Average dwell
North Yard MI	12/27/99	850	96	164	260	207	65.3
	12/28/99	850	101	207	308	213	25.5
	12/29/99	850	86	148	234	290	18.4
	12/30/99	850	144	152	296	205	29.5
	12/31/99	850	126	150	276	60	10.8
North Yard MI Average		850	111	164	275	195	31.8
Oak Island NJ	12/27/99	1200	535	398	933	366	78.6
	12/28/99	1200	512	403	915	501	56.2
	12/29/99	1200	476	426	902	459	72.4
	12/30/99	1200	589	591	1180	564	43.5
	12/31/99	1200	678	602	1280	293	51.0
Oak Island NJ Average		1200	558	484	1042	437	59.4
Pavonia NJ	12/27/99	900	370	217	587	659	74.9
	12/28/99	900	254	237	491	352	36.7
	12/29/99	900	242	113	355	242	33.7
	12/30/99	900	272	220	492	430	44.6
	12/31/99	900	343	301	644	198	37.8
Pavonia Average		900	296	218	514	376	51.6



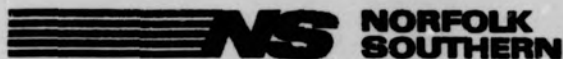
For the week ending 12/31/99

**Shared Asset Area Trains Held**

area	Sat 25-Dec	Sun 26-Dec	Mon 27-Dec	Tue 28-Dec	Wed 29-Dec	Thu 30-Dec	Fri 31-Dec	Grand Total
North Jersey	3	1	1	5	3	4	2	19
South Jersey	1	1	1	2	3	1		9
Detroit	2	3				2	4	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	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

#### NS Northern Region Train Starts and Delays

	Saturday 25-Dec	Sunday 26-Dec	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec	Grand Total
# of Train Starts	63	142	159	177	159	161	90	951
<b>Delay Cause</b>								
Crew Delays (hrs)	17.4	91.7	18.5	21.8	9.6	58.3	0.0	217.4
Power Delays (hrs)	0.0	217.2	74.0	142.4	66.1	91.3	27.0	617.9

The delay numbers are expressed in hours

#### NS Blocked Sidings and Multiple Main Lines

track	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec	total
Multiple Main	0	1	0	0	0	1
Siding	5	0	3	5	0	13
<b>Grand Total</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>14</b>

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

#### Locomotive Fleet Statistics

	Saturday 25-Dec	Sunday 26-Dec	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec	average
<b>Fleet Size</b>	3716	3738	3738	3748	3826	3843	3900	3787
<b>available</b>	3479	3500	3495	3502	3569	3589	3681	3545
<b>out of service %</b>	6.4%	6.4%	6.5%	6.6%	6.7%	6.6%	5.6%	6.4%

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

### NS Crew Starts and Delays

		Saturday 25-Dec	Sunday 26-Dec	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec	Grand Total
Allentown	crew starts	1	14	13	17	19	17	10	91
	crews delayed	0	5	2	5	5	3	3	23
Bellevue	crew starts	0	45	46	46	41	47	16	241
	crews delayed	0	9	16	22	16	18	6	87
Buffalo	crew starts	0	20	21	23	21	23	7	115
	crews delayed	0	3	3	4	4	6	2	22
Chicago	crew starts	0	23	37	37	37	38	14	186
	crews delayed	0	3	17	13	10	12	6	61
Cincinnati	crew starts	0	29	34	36	34	32	8	173
	crews delayed	0	8	13	13	18	12	3	67
Cleveland	crew starts	1	18	15	17	15	26	6	98
	crews delayed	0	6	5	5	3	9	3	31
Conway	crew starts	7	32	49	51	49	49	18	255
	crews delayed	0	9	27	29	22	14	6	107
Detroit	crew starts	0	18	18	18	19	15	6	94
	crews delayed	0	8	4	11	6	7	2	38
Elkhart	crew starts	5	33	38	36	44	36	22	214
	crews delayed	0	7	21	12	22	13	11	86
Harrisburg	crew starts	3	38	43	50	52	51	28	265
	crews delayed	0	12	17	17	16	14	5	81
Toledo	crew starts	0	47	45	48	50	53	31	274
	crews delayed	0	10	8	13	13	9	4	57

**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 25-Dec	Sunday 26-Dec	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec	average
availability%	68%	68%	72%	74%	75%	74%	72%	72%

**Notes:**

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

### NS Northern Region Crew Starts and Recrews

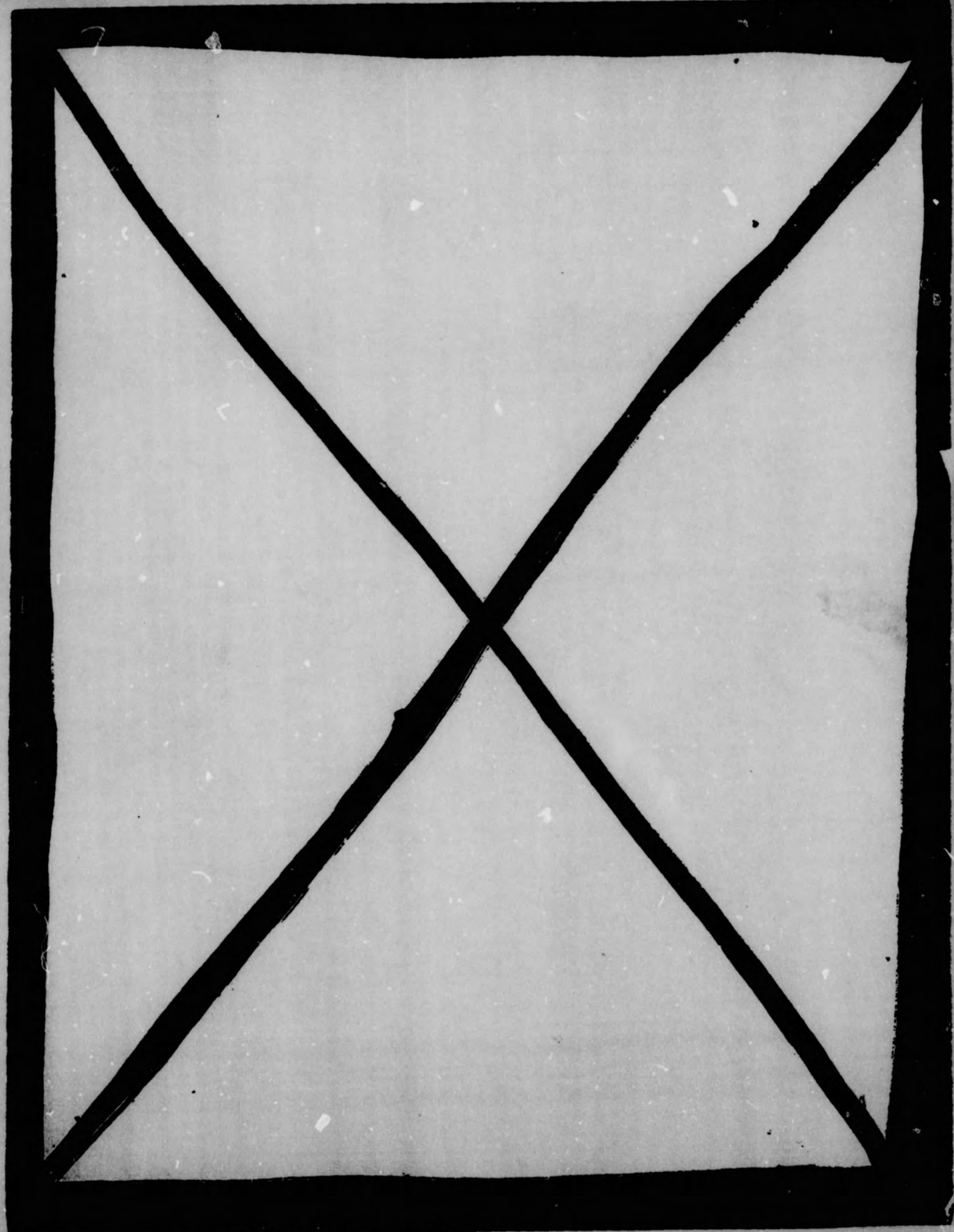
	Saturday 23-Dec	Sunday 26-Dec	Monday 27-Dec	Tuesday 28-Dec	Wednesday 29-Dec	Thursday 30-Dec	Friday 31-Dec	Grand Total
crew starts	17	317	359	379	381	387	166	2006
recrews	3	30	41	41	43	32	18	208

**Notes:**

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

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

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STB

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BEFORE THE  
SURFACE TRANSPORTATION BOARD

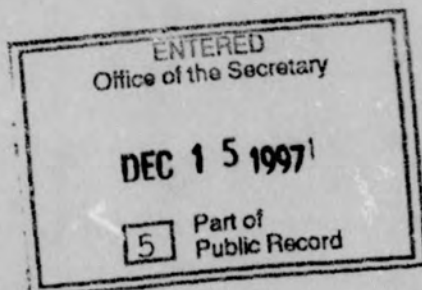
FINANCE DOCKET No. 33388



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

FINANCE DOCKET NO. 33888 (SUB-NO. 76)  
RESPONSIVE APPLICATION — INDIANA SOUTHERN RAILROAD

COMMENTS OF THE  
UNITED STATES DEPARTMENT OF AGRICULTURE



*Michael V. Dunn*  
Michael V. Dunn  
Assistant Secretary

Marketing and Regulatory Programs

U.S. Department of Agriculture  
Washington, DC 20250

Date: December 15, 1997

BEFORE THE  
SURFACE TRANSPORTATION BOARD

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FINANCE DOCKET No. 33388

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

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FINANCE DOCKET NO. 33888 (SUB-NO. 76)  
RESPONSIVE APPLICATION — INDIANA SOUTHERN RAILROAD

---

COMMENTS OF THE  
UNITED STATES DEPARTMENT OF AGRICULTURE

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These comments are filed on behalf of the United States Department of Agriculture (USDA) in response to the Surface Transportation Board's (STB) decision served November 20, 1997, accepting for consideration certain responsive applications.

AUTHORITY AND INTEREST

Through the Agricultural Adjustment Act of 1938 (7 U.S.C. 1291) and the Agricultural Marketing Act of 1946 (7 U.S.C. 1622 (j)), Congress has directed and authorized the Secretary of Agriculture to participate in proceedings before STB to "assist in improving transportation services and facilities . . . for agricultural products and farm supplies" and to make "complaint or petition to [STB] . . . with respect to rates, charges, tariffs, practices, and services. . . ." In addition, the USDA, through the opera-

tions of the Commodity Credit Corporation and foreign commodity donation programs, is a participant in the markets for agricultural products.

### INTRODUCTORY REMARKS

In our October 21, 1997, filing in this proceeding, which we incorporate by reference, we stated our view that contrary to the statutory rail transportation policy (49 U.S.C. 10101) STB has placed too much weight on the achievement of efficiency and too little weight on effective competition. Effective competition promotes reasonable rates, minimizes the need for regulatory control, and encourages honest and efficient management of railroads. By contrast, efficiency benefits (including *potential* cost savings) are inherently more speculative. Not only might the proposed benefits of a merger never be realized, but, because of market power, whatever benefits do accrue may not be passed through to shippers in the form of lower prices.

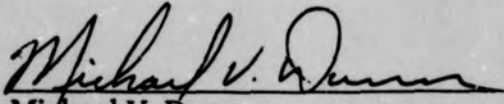
USDA strongly believes that the most effective form of competition for railroads is *intra-modal* competition. While mergers of Class I railroads may be in the public interest, they do reduce effective intra-modal competition. STB's has the power to mitigate this loss of effective intra-modal competition by attaching protective conditions to the merger. In the past, however, STB has been reluctant to exercise its conditioning powers. USDA believes that STB can more effectively promote the national rail policy by using its conditioning power more aggressively. We believe that although protective conditions may reduce the benefits of a consolidation, they promote effective competition which carries with it many concrete and salutary benefits.

SUB-DOCKET NO. 76

In this Sub-Docket, STB has asked for comments on the responsive application of the Indiana Southern Railway (ISRR). ISRR seeks a combination of local and overhead trackage rights that will permit effective access to Indianapolis, Indiana. ISRR claims that these trackage rights will ameliorate the anti-competitive effects approval of this application would entail.

The fate of the greater Indianapolis region is a key concern to USDA. Indianapolis, located in the heart of the Eastern Cornbelt, is one of the Nation's largest and most dynamic metropolitan areas. According to the primary applicants, Indianapolis is, by far, the largest 2-1 pointed created by the proposed transaction. USDA is concerned that if this transaction is approved, the overhead trackage rights Norfolk Southern Railway (NS) will receive may not enable NS to provide effective competition in this market. Therefore, in order to maintain and protect effective intra-modal competition STB should condition its approval of this application by granting the ISRR effective access to Indianapolis.

Respectfully submitted,

  
Michael V. Dunn  
Assistant Secretary

Marketing and Regulatory Programs

U.S. Department of Agriculture  
Washington, DC 20250



**CERTIFICATE OF SERVICE**

I, Paul J. Bertels, certify that on this the 15<sup>th</sup> day of December, 1997, I caused a copy of the foregoing document to be served by first-class mail, postage pre-paid, on all parties of record in STB Finance Docket No. 33388.

Paul J. Bertels

