

## CSXT EP 787 Explanation of Methodology

### July 8, 2026

1. *Original estimated time of arrival (“OETA”) means the estimated time of arrival that the rail carrier provides when the shipper releases the shipment with all necessary and customary documentation or, in the case of an interline movement, when a shipment is reported delivered in interchange and confirmed to have physically been delivered to the receiving carrier with necessary and customary documentation for furtherance.*

**Definition:** “The OETA metric is the percentage of shipments on a carrier’s system that moved in manifest service and were delivered to the designated destination no later than 24 hours after the OETA, out of all shipments on the carrier’s system that moved in manifest service during that week. For the purpose of calculating the OETA metric, once a carrier has communicated an OETA to a customer, that time shall not be changed by any subsequent changes to the original trip plan of the car, unless the change to the original trip plan is made in response to a shipper’s request or a shipper’s failure to make cars available for pick-up.”

**Notes:** CSX will report OETA in accordance with the definition above. Consistent with CSX’s internal trip plan system, CSX will generate an OETA when a shipment creates a waybill in the CSX system and has been delivered to CSX in interchange.<sup>1</sup>

Changes to OETA: Diversions, or similar changes to the waybill itself, will create a new OETA when the destination is updated. OETA will also update or reset in response to a shipper’s request, changes to train capacity or scheduling at origin prior to departure, or a shipper’s failure to make cars available for pickup.

Population: CSX will measure loaded manifest shipments. The population excludes MoW equipment, intermodal, unit trains, manifest cars that are waybilled on unit trains, empty shipments, and shipments for which there is insufficient data to measure OETA performance.<sup>2</sup>

Shared Assets/Offline Shipments: In circumstances where the shipment enters or leaves CSX’s network without an interchange event, such as a Conrail Shared Assets or Offline Area, CSX will provide an OETA measurement from the first CSX controlled location where the car is handled and to the last CSX controlled location where the car is handled. If the shipment transitions in and out of CSX and Shared Assets or Offline Areas

---

<sup>1</sup> With respect to interchange, a foreign road’s report of delivery to CSX, which is recorded as an EDI 418 message, requires verification in CSX’s system before a trip plan is created. CSX compares the EDI “deliver to” event to the inbound AEI scan (if available) when the shipment has passed through the designated AEI reader for delivery to CSX in interchange. Based on the available inputs and other validating events, CSX’s system creates a “received in interchange” event. The posting of the “received in interchange” event triggers the CSX system to build a route to destination with a train schedule and an OETA. Accordingly, CSX’s OETA measurement for interchange shipments will start at the “received in interchange” event.

<sup>2</sup> An example of insufficient data would be a shipment missing placement or timestamp events (such as where placement of a car was never recorded, with the next recorded event being the car’s release).

in the same movement, CSX will start a new shipment and measurement upon reentry to CSX's network.

Differences between CSX Trip Plan Compliance (TPC) and the OETA metric: CSX's reported OETA metric is similar to CSX's Trip Plan Compliance (TPC) metric, with the following differences, which are provided for clarity:

- TPC measures a shipment to the OETA directly, without a 24 hour buffer, meaning only cars arriving on time or early are considered a "make."
- TPC measures shipments in both U.S. and Canada; the OETA metric includes U.S. movements only.
- TPC includes some empty moves; the OETA metric excludes all empties.
- TPC measures bad orders after repair; the OETA metric excludes all bad orders.

2. *Industry spot and pull ("ISP") means the local placement ("spot") and pick-up ("pull") of railcars (regardless of ownership) at a shipper's or receiver's facility.*

**Definition:** "The ISP metric is the percentage of scheduled spots or pulls (i.e., those requested by a shipper or receiver before the applicable cut-off time) that were successfully performed during the planned service windows, out of the total number of spots or pulls that were scheduled for that week."

**Notes:** CSX will report the percentage of customer cars placed and pulled successfully by yard and local jobs within the planned service window.

Service Window: CSX's service window is based off the planned trains' on duty time, plus 12 hours. The planned on duty times are static and do not fluctuate based on when the crew comes on duty. For example, if a first shift job's on duty time is profiled as 7:00am, the planned service window is 7:00am to 7:00pm.

Population: Because the ISP metric only requests information about spots and pulls, the reported data will not include intra-plant switches and cars planned to an interchange junction. CSX's reported ISP metric will also not include unit trains, intermodal traffic, or cars placed in bad order status after arrival at the serving yard.

Geographic Boundaries: CSX will report ISP at the operating division level for the following reporting regions:

NORTHEAST  
MIDWEST  
SOUTHWEST  
SOUTHEAST  
OFFLINE/OTHER<sup>3</sup>

Differences between CSX Customer Switch Data (CSD) and the ISP metric: none.

---

<sup>3</sup> Offline/Other locations are points off the CSX network where CSX has the right to operate (such as via trackage or exclusive freight easement rights) and perform delivery, but does not control or dispatch.