



EP 770

**URGENT ISSUES IN FREIGHT
RAIL SERVICE**

304481

ENTERED
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Public Record



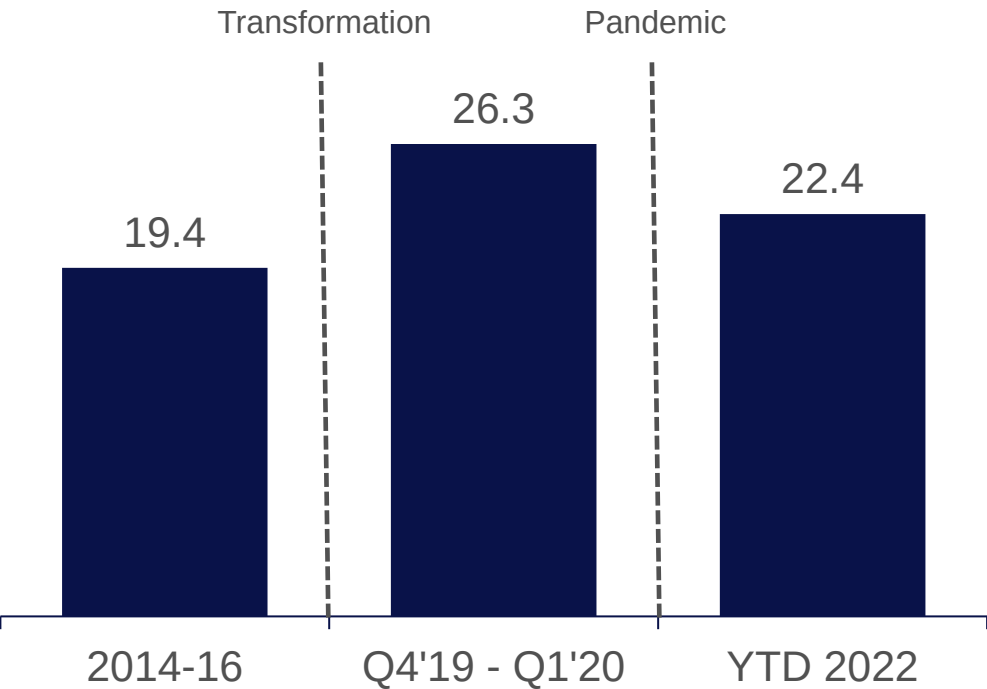
April 2022

JAMIE BOYCHUK

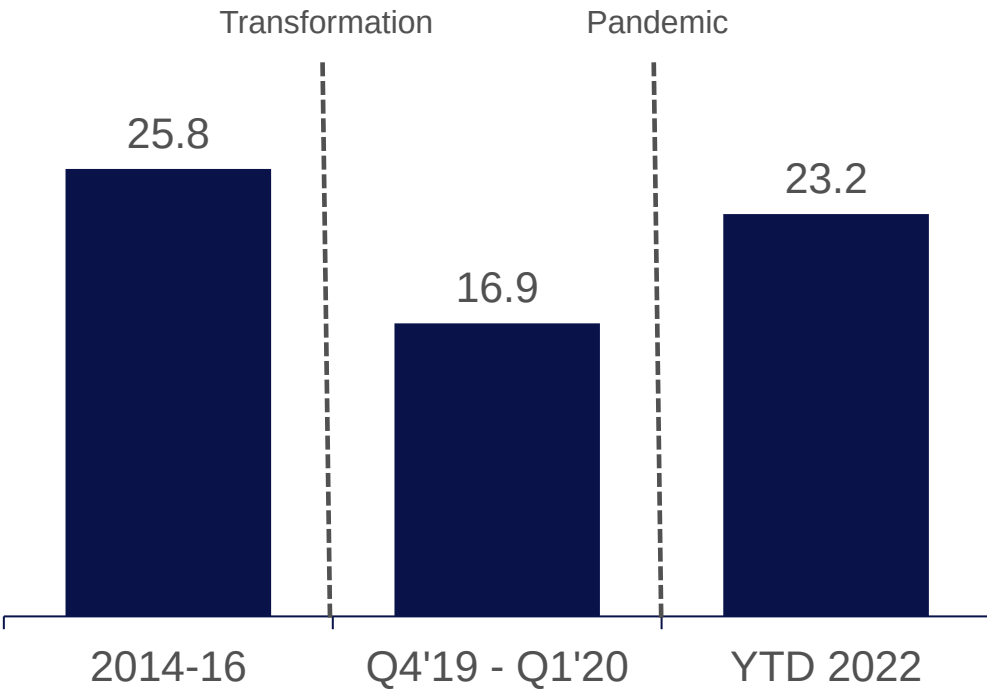
EVP Operations

CSX's operating model has driven significant service improvements

STB Velocity



STB Dwell

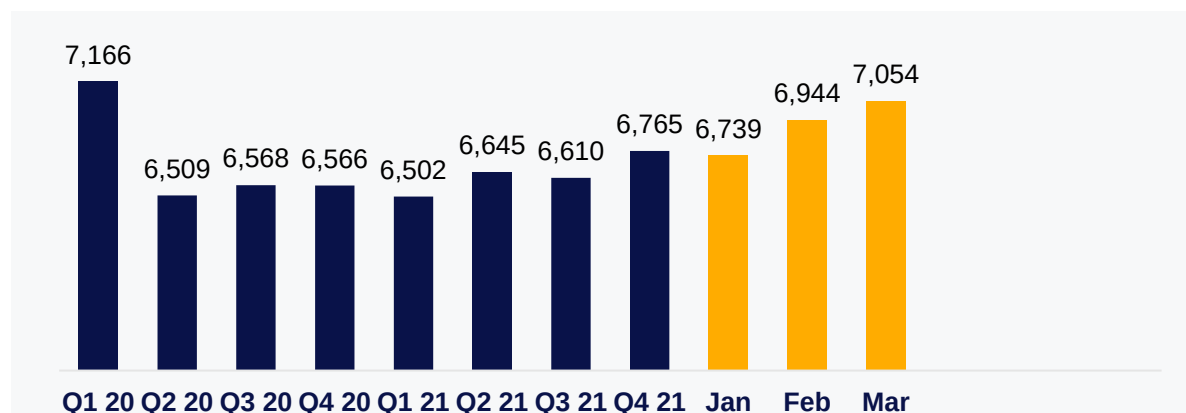


Meeting and **exceeding** 2019 performance is crucial to driving business **growth**

T&E workforce is building, both in total count and active employees

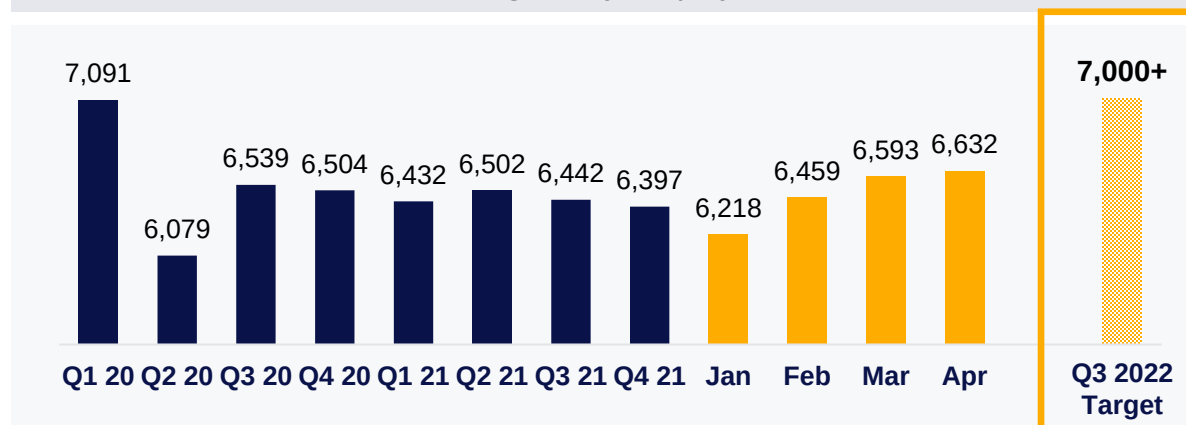
STB Reported T&E Headcount

Monthly Calculation



CSX Measure of Active T&E Employees

Average Daily Employees



T&E Headcount Definitions

- STB: 5 day snapshot at mid-month of all employees receiving pay
 - Includes** trainees; **excludes** COVID if absent all 5 days
- ACTIVE: Daily calculation of employees fully qualified and able to run trains
 - Excludes** trainees; **excludes** COVID if absent on that day
- STB headcount has progressed to over 7,000
 - Includes over 500 employees in training and reflects successful process changes in our hiring program
- Active count has reached highest level since early 2020
 - Expect continued growth with 100 or more employees each month finishing training and promoting into the active population
- Increasing Active T&E will improve service and support business growth
 - Targeting over **7,000** Active T&E by the end of Q3 2022

Maximizing available resources to help customers achieve success

- »» Growth partnership with a key aggregates customer
- »» Service enhancements for Ken's Foods in Lebanon, IN
- »» Innovative collaboration with our union workforce

DIANA SORFLEET

EVP & Chief Administrative Officer

Implementing creative solutions to succeed in the modern labor market

Recruitment Initiatives

- Referral bonus
- Multimedia presence
- 40% Trainee Pay Increase

Employee Availability

- Vaccine incentives
- Voluntary sale of vacation days
- Attendance awards

Engaging the Workforce

- Pay advancements
- Rules policy changes
- Total wellbeing support

CSX