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ENTERED
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Via Electronic Filing

Cynthia T. Brown
Chief, Section of Administration
Office of Proceedings
395 E Street SW
Washington, DC 20423

Re: *Urgent Issues in Freight Rail Service – Railroad Reporting*, STB Docket Ex Parte No. 770 (Sub-No. 1)

Dear Ms. Brown:

In accordance with the Surface Transportation Board's May 6, 2022, Decision in the above-referenced docket, Norfolk Southern Railway Company today is providing the following bi-weekly update to its service recovery plan. Appended hereto is the 36 months of historical data requested by the Board for each of Norfolk Southern's identified key service performance indicators.

For the week ending May 27, 2022, Norfolk Southern reported the following metrics:

System Velocity	17.77 MPH
Terminal Dwell	27.2 hours
Local Operating Plan Adherence	72.5%
On Time Delivery	51.76%

On May 30, 2022, Norfolk Southern had 963 Conductor Trainees on our property.

Finally, Norfolk Southern noted a textual error in its description of the population of the Industrial Work Order on page 4 of its Service Recovery Plan, filed on May 20. The following sentences should be revised as follows: "For ~~open~~ closed gate customers, the IWO will include the specific cars requested

for delivery on that date. For ~~closed~~-open gate customers, all cars available for placement in the yard will populate on the IWO as having been ordered by the customer.”

Norfolk Southern will continue to update the Board on its progress toward service recovery on a bi-weekly basis.

Sincerely,

/s/ Hanna M. Chouest

Hanna M. Chouest

Enclosure

Metric	Segmentation	2019							
		May	June	July	August	September	October	November	December
Trip Plan Compliance	System	88.0%	87.9%	87.8%	85.9%	86.0%	86.1%	86.3%	83.9%
LOPA	System	82.7%	83.0%	82.8%	84.3%	83.0%	84.9%	83.1%	81.3%
AAR Trainspeed	System	21.9	21.6	22.6	22.2	23.2	22.3	23.1	23.9
Dwell	Allentown, PA	19.0	18.5	17.7	17.6	17.8	17.3	17.9	19.0
Dwell	Atlanta, GA	12.6	13.1	14.3	13.7	15.9	15.4	16.2	17.6
Dwell	Bellevue, OH	23.2	22.2	21.8	22.4	22.3	23.2	23.6	23.2
Dwell	Birmingham, AL	23.3	23.1	23.7	23.7	26.7	26.2	24.7	25.6
Dwell	Buffalo Bison, NY	17.9	17.6	19.7	18.7	20.9	20.6	19.9	21.2
Dwell	Chattanooga, TN	24.5	22.1	21.9	23.0	23.0	23.8	24.0	22.8
Dwell	Cincinnati, OH	18.4	16.8	19.1	21.3	18.0	18.7	16.3	18.8
Dwell	Columbus, OH	16.8	17.5	17.9	19.2	16.7	19.0	16.7	15.7
Dwell	Conway, PA	20.0	20.5	22.5	21.3	22.1	21.9	23.0	22.9
Dwell	Decatur, IL	20.6	20.1	17.1	18.8	19.4	20.2	21.2	23.9
Dwell	Elkhart, IN	22.7	22.8	22.3	22.5	20.7	23.8	21.2	20.9
Dwell	Harrisburg, PA	13.4	13.5	13.8	13.9	12.5	12.1	13.9	14.7
Dwell	Kansas City, MO	22.8	48.4	19.9	22.5	24.0	28.0	22.2	23.1
Dwell	Linwood, NC	22.3	21.2	20.2	21.8	20.5	20.5	20.7	22.3
Dwell	Macon, GA	22.2	22.0	21.6	21.2	21.9	22.8	22.4	23.3
Dwell	New Orleans, LA	26.1	22.5	18.1	16.6	20.5	20.9	19.9	20.2
Dwell	Roanoke, VA	20.0	21.9	23.6	22.7	21.4	20.2	18.9	19.8
Dwell	Sheffield, AL	20.0	19.8	19.5	22.6	21.2	19.4	20.4	20.9
Dwell	St Louis, MO	18.5	21.2	15.8	14.1	15.5	17.8	17.7	18.9
Dwell	Toledo Airline, OH	11.6	10.1	9.3	8.6	9.3	8.7	10.5	11.2
Dwell	System	18.1	18.0	18.0	18.2	18.1	18.1	18.1	18.9

Metric	Segmentation	2020							
		January	February	March	April	May	June	July	August
Trip Plan Compliance	System	87.8%	85.5%	86.2%	91.1%	92.0%	86.3%	82.0%	84.8%
LOPA	System	82.8%	83.4%	84.2%	82.3%	83.1%	84.9%	84.9%	84.3%
AAR Trainspeed	System	24.5	23.2	23.5	25.2	25.3	23.2	22.4	22.6
Dwell	Allentown, PA	18.0	17.5	18.3	20.2	20.5	19.4	18.9	20.1
Dwell	Atlanta, GA	16.0	16.5	14.3	14.6	13.4	14.6	17.7	15.6
Dwell	Bellevue, OH	21.4	22.5	22.6	21.7	22.1	24.9	28.2	25.6
Dwell	Birmingham, AL	25.3	27.2	27.1	24.8	21.1	21.6	22.6	22.6
Dwell	Buffalo Bison, NY	18.9	21.9	23.3	20.7	21.5	25.7	26.8	25.9
Dwell	Chattanooga, TN	22.4	24.7	23.2	22.2	22.9	28.3	25.3	24.2
Dwell	Cincinnati, OH	17.1	18.8	18.5	16.8	16.2	18.2	18.3	15.5
Dwell	Columbus, OH	16.0	16.0	15.4	14.0	15.3	19.8	17.7	18.1
Dwell	Conway, PA	20.6	21.9	22.5	20.7	20.6	21.8	24.0	23.1
Dwell	Decatur, IL	19.5	20.5	25.0	17.9	16.4	17.6	20.7	20.1
Dwell	Elkhart, IN	20.4	21.4	21.3	20.5	21.9	24.4	27.7	23.7
Dwell	Harrisburg, PA	14.7	12.6	14.0	13.0	12.0	13.4	13.9	14.5
Dwell	Kansas City, MO	23.0	24.8	22.1	21.1	18.8	19.6	23.4	20.7
Dwell	Linwood, NC	22.2	26.1	22.3	21.7	24.2	16.4	12.3	15.0
Dwell	Macon, GA	22.0	24.7	22.9	22.3	22.5	24.1	24.7	23.7
Dwell	New Orleans, LA	18.1	22.7	21.2	20.2	18.5	17.5	21.1	18.7
Dwell	Roanoke, VA	19.0	19.3	19.2	18.2	21.2	22.2	26.0	26.3
Dwell	Sheffield, AL	17.7	19.4	26.7	20.9	17.7	16.6	17.9	17.1
Dwell	St Louis, MO	19.0	24.3	19.7	18.0	17.8	17.4	18.8	18.7
Dwell	Toledo Airline, OH	10.6	11.6	11.7	16.3	14.2	16.6	18.5	16.4
Dwell	System	18.0	19.1	19.0	17.9	17.6	18.9	19.9	19.1

Metric	Segmentation	2020				2021			
		September	October	November	December	January	February	March	April
Trip Plan Compliance	System	85.6%	84.1%	73.9%	62.3%	68.3%	64.4%	62.1%	66.8%
LOPA	System	83.9%	83.1%	82.7%	79.9%	79.2%	80.1%	85.1%	83.1%
AAR Trainspeed	System	22.9	22.4	21.8	20.7	21.8	20.4	19.4	20.2
Dwell	Allentown, PA	19.5	20.6	21.2	23.5	23.3	31.3	21.7	21.3
Dwell	Atlanta, GA	14.8	15.4	28.5	23.8	22.7	24.8	21.3	22.3
Dwell	Bellevue, OH	26.0	28.7	30.9	37.5	41.5	47.4	42.6	33.9
Dwell	Birmingham, AL	22.8	22.4	28.0	30.1	29.0	26.8	32.1	29.8
Dwell	Buffalo Bison, NY	25.7	26.0	25.6	28.1	31.0	30.9	40.0	40.5
Dwell	Chattanooga, TN	25.1	26.1	31.0	29.9	27.2	25.1	29.2	27.7
Dwell	Cincinnati, OH	16.0	17.2	24.0	28.5	21.1	18.1	20.8	20.9
Dwell	Columbus, OH	18.6	19.4	18.4	20.9	23.3	26.4	25.8	27.3
Dwell	Conway, PA	22.3	22.3	24.5	26.1	32.5	27.7	34.9	31.7
Dwell	Decatur, IL	19.8	20.3	20.8	22.0	22.6	27.5	26.8	20.3
Dwell	Elkhart, IN	24.0	23.5	25.9	29.2	30.2	37.8	30.7	21.8
Dwell	Harrisburg, PA	13.2	12.8	14.0	14.8	14.4	15.8	14.9	13.0
Dwell	Kansas City, MO	19.9	19.3	20.2	23.6	22.7	22.6	22.7	24.2
Dwell	Linwood, NC	13.0	12.5	14.0	15.8	14.0	20.8	15.8	17.9
Dwell	Macon, GA	25.6	24.5	31.5	43.6	39.4	30.2	32.7	36.6
Dwell	New Orleans, LA	16.6	15.9	21.1	21.5	20.5	19.7	19.9	22.5
Dwell	Roanoke, VA	24.5	28.5	27.3	27.5	28.0	26.1	28.8	33.8
Dwell	Sheffield, AL	18.0	19.8	22.9	25.8	24.4	22.0	24.3	23.9
Dwell	St Louis, MO	19.5	20.1	19.9	18.5	20.6	19.8	19.6	18.8
Dwell	Toledo Airline, OH	15.2	16.7	19.0	16.1	17.6	20.0	28.8	21.2
Dwell	System	18.9	19.2	21.5	23.4	24.1	24.2	24.8	23.3

Metric	Segmentation	2021							
		May	June	July	August	September	October	November	December
Trip Plan Compliance	System	72.1%	68.5%	68.6%	72.3%	72.1%	65.0%	48.4%	49.5%
LOPA	System	82.6%	79.7%	77.4%	77.3%	75.5%	76.9%	74.6%	73.2%
AAR Trainspeed	System	20.2	19.7	20.6	20.7	21.0	18.9	16.8	17.9
Dwell	Allentown, PA	21.6	21.4	21.8	22.3	26.0	23.7	23.5	27.8
Dwell	Atlanta, GA	19.0	20.8	20.0	18.7	17.5	18.9	22.7	25.2
Dwell	Bellevue, OH	21.6	20.8	23.4	24.6	22.8	23.2	29.1	30.0
Dwell	Birmingham, AL	26.2	35.8	28.4	25.6	29.7	36.8	41.2	39.5
Dwell	Buffalo Bison, NY	18.0	21.5	28.9	30.7	29.0	23.3	33.6	44.8
Dwell	Chattanooga, TN	24.8	28.4	26.8	24.5	25.6	31.9	39.1	32.5
Dwell	Cincinnati, OH	26.4	33.2	28.5	23.0	25.2	32.8	36.6	25.5
Dwell	Columbus, OH	23.7	26.5	21.2	22.8	20.5	23.2	23.8	23.9
Dwell	Conway, PA	27.9	27.4	33.0	24.5	26.4	28.8	31.2	30.6
Dwell	Decatur, IL	19.1	19.0	20.1	20.9	18.4	23.0	38.4	38.0
Dwell	Elkhart, IN	22.8	23.4	24.3	22.4	20.7	21.5	29.6	25.4
Dwell	Harrisburg, PA	13.8	15.9	14.5	13.9	16.1	16.3	16.6	14.4
Dwell	Kansas City, MO	19.8	17.7	20.4	22.1	21.7	19.5	20.1	22.0
Dwell	Linwood, NC	19.0	24.9	17.9	35.4	42.1	26.5	42.7	42.5
Dwell	Macon, GA	23.3	23.6	24.2	25.1	25.2	25.2	33.4	38.1
Dwell	New Orleans, LA	25.6	24.7	27.1	29.9	34.1	39.8	42.7	39.0
Dwell	Roanoke, VA	35.2	21.5	21.4	20.7	21.9	30.3	40.2	34.6
Dwell	Sheffield, AL	25.2	23.0	23.7	25.0	25.9	28.2	48.6	37.1
Dwell	St Louis, MO	16.8	17.8	17.7	17.8	17.6	17.5	19.8	23.0
Dwell	Toledo Airline, OH	21.5	17.6	20.2	17.3	18.9	18.6	21.9	20.4
Dwell	System	21.6	22.5	22.9	21.8	22.1	23.6	28.0	27.4

Metric	Segmentation	2022			
		January	February	March	April
Trip Plan Compliance	System	53.9%	48.9%	52.8%	50.2%
LOPA	System	70.9%	73.3%	75.2%	74.9%
AAR Trainspeed	System	18.7	17.8	17.7	17.6
Dwell	Allentown, PA	25.9	24.8	22.6	23.2
Dwell	Atlanta, GA	22.2	22.2	17.5	18.1
Dwell	Bellevue, OH	29.2	34.8	34.5	35.2
Dwell	Birmingham, AL	36.2	29.9	30.2	35.9
Dwell	Buffalo Bison, NY	44.7	49.0	45.4	36.6
Dwell	Chattanooga, TN	31.9	34.4	37.5	36.5
Dwell	Cincinnati, OH	27.1	36.0	28.8	25.5
Dwell	Columbus, OH	23.0	26.1	24.0	25.8
Dwell	Conway, PA	27.5	31.8	31.0	38.2
Dwell	Decatur, IL	26.8	41.4	38.8	39.8
Dwell	Elkhart, IN	27.2	32.8	35.2	33.9
Dwell	Harrisburg, PA	13.6	13.5	14.7	14.9
Dwell	Kansas City, MO	18.6	19.6	22.9	18.9
Dwell	Linwood, NC	30.2	32.9	25.9	25.7
Dwell	Macon, GA	46.2	47.0	35.7	38.0
Dwell	New Orleans, LA	22.4	19.0	22.7	26.7
Dwell	Roanoke, VA	33.6	29.4	28.6	32.7
Dwell	Sheffield, AL	24.7	30.8	41.4	52.8
Dwell	St Louis, MO	19.2	21.8	23.2	21.4
Dwell	Toledo Airline, OH	22.3	24.0	22.0	28.4
Dwell	System	25.8	27.5	26.7	27.3