

Metric 1: Terminal Dwell

1. The weekly average terminal dwell times, measured in hours, for the carrier's 11th through 20th largest terminals (to augment the system-wide data and the data currently reported for the ten largest terminals under 49 C.F.R. § 1250.2(a)(5)).

SOO measures the average dwell time of cars at its 11th through 20th largest yards in the US. Dwell time is measured in hours. Yard size is ranked according to the number of cars processed by each yard over the last 12 months (i.e. May 2021 through April 2022).

Dwell time at yards includes only swapped and processed cars. It does not include run-through trains. Dwell time is calculate as:

$$((\text{number of Processed cars} \times \text{Processed hours}) + (\text{number of Swapped cars} \times \text{Swapped hours})) / (\text{sum of Processed and Swapped cars})$$

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The performance period is Saturday to Friday for each respective week.

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Metric 2: Train Starts

2. The weekly average number of train starts per day (to augment the weekly average number of trains held per day data currently reported under 49 C.F.R. § 1250.2(a)(5)), sorted by train type (intermodal, grain unit, coal unit, automotive unit, crude oil unit, ethanol unit, other unit, and manifest).

SOO measures the number of daily unit trains started at all US origins on its network, sorted by train-type. The reported metric is calculated by taking the aggregate sum of all new train starts for the week and dividing by 7.

Note that SOO predominantly operates its automotive trains in manifest service rather than in unit trains. However, all automotive trains are reported in this metric.

The performance period is Saturday to Friday for each respective week.

Metric 3: Car Miles and Car Fleet Status

3. The following information, reported separately for privately-owned, TTX-owned, and railroad-owned cars: (i) the weekly average number of cars per day in storage; (ii) the weekly average number of cars per day in service with no mileage; (iii) the weekly average number of cars per day in service with mileage; (iv) the weekly average number of car miles per day; and (v) the aggregate number of car miles per week.

i) Cars in Storage – SOO measures the daily number of cars held in storage on SOO owned and operated track, sorted by ownership. The reported metric is a simple average of the seven days comprising the performance period. For Private cars in storage SOO uses the following logic: if a private car is dwelling for more than 168 hours, then it is considered as storage as SOO has no visibility for private cars being held for storage at a customer facility.

ii) Cars with no mileage – SOO measures the daily number of cars recording no car-miles, sorted by ownership. This measure includes all cars on SOO owned and operated track.

iii) Cars with mileage – SOO measures the daily number of cars recording car-miles, sorted by ownership. This measure includes all cars on SOO owned and operated track.

iv) Average Car miles per day – SOO measures the total daily car miles produced by cars on SOO owned and operated track, sorted by ownership. The reported metric is a simple average of the seven days comprising the performance period.

v) Aggregate Car miles per week - SOO measures the total daily car miles produced by cars on SOO owned and operated track, sorted by ownership. The reported metric is the aggregate total of all car miles over the performance period.

The performance period is Saturday to Friday for each respective week.

Metric 4: Recrews

4. With respect to recrews, for each operating division and for the system: (i) the weekly number of unplanned recrews due to compliance with federal hours of service regulations, and (ii) the recrew rate measured as a percentage of total crew starts.

SOO reports the number of recrews for any reason, sorted by operating division. The vast majority of recrews are required for compliance with federal hours of service regulations. However, this metric will include a minority of recrews that were required due to service interruptions, safety incident, or similar, which then required the removal of the crew from that train. This metric may also include recrew events that were done at the discretion of the company in order to manage over time expenses.

While SOO is investigating ways to filter out the unrequired recrew events, this may not be possible without extensive manual intervention.

The recrew percentage is calculated by dividing the number of recrews by the total number of crew starts, for each operating division.

The performance period is Saturday to Friday for each respective week.

Metric 5: Car Service Compliance

5. For each operating division and for the system, the percentage of scheduled spots and pulls that were fulfilled. (This is sometimes referred to in the industry as “Industry Spot and Pull.”)

SOO measures performance of the number of cars spotted/pulled against the Local Operating Plan (LOP). The LOP includes customer requests for spots/pulls made to SOO prior to the agreed upon cut-off time.

Performance is measured individually for each customer facility as the number of cars spotted/pulled divided by the number of spots/pulls requested. The maximum performance for each customer is 100%.

For example, if a customer requests 100 cars, and receives 110 cars, performance is 100%. If another customer requests 100 cars and receives 50 cars, performance is 50%.

The average for each operating division is a simple average of each facility in that division. The average is not weighted by the carloads for each customer, because doing so could over-represent performance as in the first example where a customer receives more spots/pulls than requested.

The system average is a simple average of the performance at all customer facilities.

The performance period is Monday to Sunday for each respective week. SOO understands that this reporting period does not comply with order, and is working to revise this report.

Metric 6: Train Cancellations

6. For each operating division and for the system, the weekly average number of local trains cancelled per day, and the aggregate number of local trains cancelled per week, broken down by cause (crew, locomotive power, or other).

SOO measures the number of local trains which were cancelled each day. Local trains are responsible for first mile/ last mile movements between a serving yard and customer facility.

SOO reports the daily average and the aggregate number of trains cancelled each week, sorted by the reason for cancellation (crew, locomotive and other).

SOO reports the daily average and the aggregate number of trains cancelled each week, sorted by the reason for cancellation (crew, locomotive and other).

The performance period is Saturday to Friday for each respective week.

Metric 7: Cars and Trains Placed Within 24 hrs of Original Arrival Estimate

7. (i) For rail cars moving in manifest service, the percentage of cars constructively or actually placed at destination within 24 hours of the original estimated time of arrival. (ii) For the following types of unit trains (grain unit, coal unit, automotive unit, crude oil unit, and ethanol unit), the percentage of trains constructively or actually placed at destination within 24 hours of the original estimated time of arrival. (iii) For intermodal traffic, the percentage of trains that arrive at destination within 24 hours of the original estimated time of arrival. For movements involving more than one rail carrier in each of the specified categories, the destination for the upstream carrier shall be treated as the interchange location with the subsequent railroad.

i) SOO measures the number of manifest traffic cars actually or constructively placed at destination, or offered at interchange, within 24 hours of the original estimated time of arrival as defined by either 1) the customer service switch window +24 hours in the case of locally delivered shipments, or 2) the scheduled interchange time +24 hours in the case of interline movements. The original estimate is according to the Trip Plan created for each carload prior to its first movement away from the customer's facility at origin. Details of the Trip Plan are made available to the customer for tracking and planning purposes.

The percentage of cars arriving at the destination less than 24 hours late to the original, as a proportion of total manifest service carloads, is reported for the performance period.

ii) SOO measures the number of unit trains, sorted by the required train types which arrive at the destination within 24 hours of the original estimated time of arrival. The percentage of unit trains arriving at the destination less than 24 hours late to the original ETA, as a proportion of total unit trains, is reported for the performance period.

Note that SOO normally operates it US Automotive traffic in manifest service, as opposed to unit train service. Therefore this metric reports manifest automotive traffic in addition to unit train traffic in order to provide completeness of the data.

iii) SOO measures the number of intermodal trains placed at destination within 24 hours of the original estimate. The original estimate is according to the train schedule for each train. The percentage of intermodal trains arriving at the destination less than 24hrs late to the original scheduled arrival time, as a proportion of total intermodal trains, is reported for the performance period.

The performance period is Saturday to Friday for each respective week.

Metric 8: Monthly Reporting of Employment Data

8. For each category of employees covered in the Monthly Report of Number of Railroad Employees (Form C) submitted to the Board's Office of Economics under 49 C.F.R. § 1246.1: (i) total employee count; (ii) how many employees were added; (iii) how many employees were separated (with a breakout of those employees who separated by voluntary resignation); (iv) how many employees have been furloughed but are potentially available for recall; (v) the number of "extra-board employees"; and (vi) for categories 300, 400, 500, and 600, how many employees are working in active service (as opposed to completing training courses). Carriers should report these data for each railroad operating division to the maximum extent practicable, and should also report these data on a system-wide basis.

i) SOO measures the Total Employees as the number of employees under CP Payroll during the given month. This number does not include Extra Board Employees who are counted separately.

ii) SOO measures employees added as employees added during the month.

iii) SOO measures employees separated as employees separated during the month with voluntary separations measured as separation through resignations and retirement while involuntary separations are separations through terminations, furlough and leave of absence.

- iv) All Furloughed employees are considered available for recall unless employee resigns or is terminated within the month.
- v) SOO measures Extra Board employees as employees available to substitute for regular employees.
- vi) SOO measures Employees in Active Service as employees in non-trainee job positions.

Note: There are US employees in Canadian divisions who are primarily Senior Management. There are US employees in Canadian divisions who are primarily Senior Management, with significant duties to the US network operation. Due to the nature of their responsibilities, these employees are currently in Canadian locations however, they remain under US Payroll.

Note: The Submission date is dated for the end of the month, however the source document contains employee information as of the 23rd of the month