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December 16, 2022

**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 October 28, 2022, Decision in the above-referenced docket, Norfolk Southern Railway Company today is providing the following bi-weekly update to its updated service recovery plan.

For the week ending December 9, 2022, Norfolk Southern reported the following service metrics:

| <b>Metric</b>   | <b>Current</b> | <b>May 5, 2023 Target</b> |
|-----------------|----------------|---------------------------|
| System Velocity | 22.23 MPH      | 22 MPH                    |
| Merchandise TPC | 82.43%         | 82%                       |
| Intermodal TPC  | 99.04%         | 99%                       |
| LOPA            | 74%            | 78%                       |
| LOPA RR Caused  | 4.03%          | 5%                        |
| Terminal Dwell  | 23 Hours       | 21.5 Hours                |

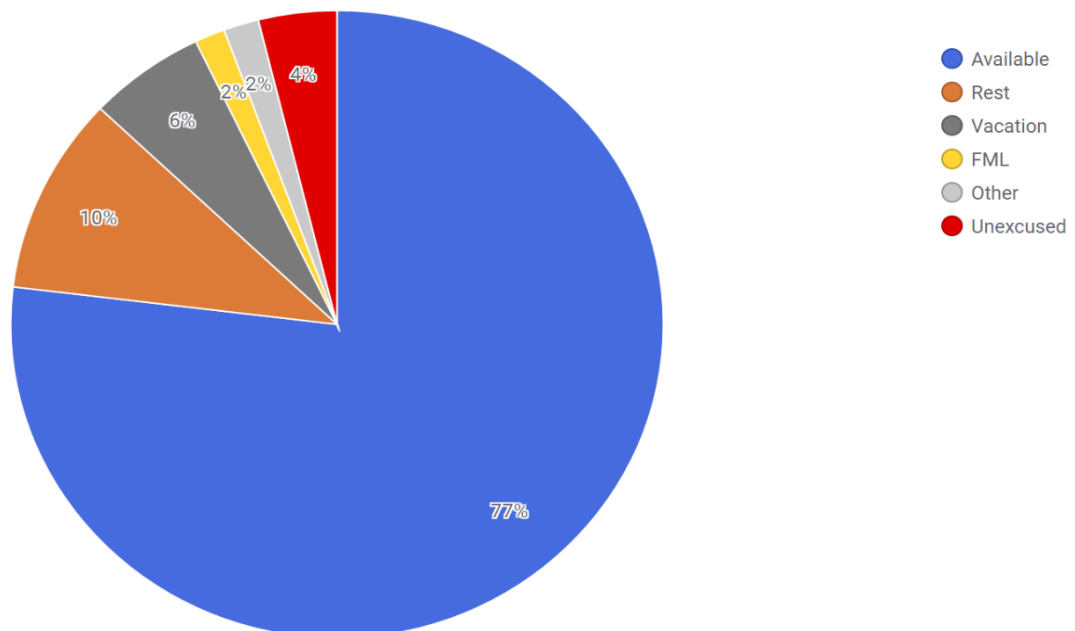
In accordance with the Surface Transportation Board's June 13, 2022 Decision in the above-referenced docket, Norfolk Southern Railway Company today is providing the following bi-weekly update on certain trainee information and crew availability.

The following table shows conductor trainee information as of December 14, 2022:

|                                  |     |
|----------------------------------|-----|
| Trainees entered training        | 130 |
| Trainees dropped out of training | 45  |
| Trainees completed training      | 57  |
| Trainees currently in training   | 847 |

For the week ending December 9, 2022, Norfolk Southern's data shows that on average 77% of Norfolk Southern's total qualified T&E employees were available to work on a given day. Note however, the "available for work" number includes employees who work local or yard assignments who show as available on their scheduled rest day due to current technology limitations. Those employees are in fact not subject to call, meaning that they are on their scheduled rest day and are not in fact available for work. On average for the week ending December 9, 2022, 7.1 % of those employees showing as "available" were in fact not subject to call, meaning that the average of qualified T&E available for work was in fact just 69.9% of total qualified T&E employees. That number fluctuated depending on the day of week, with Saturday having the lowest availability over the week. The following pie chart illustrates the key drivers of crew availability, which include FRA mandated rest, vacation, illness, and Family Medical Leave act absences, among others.

### **AVERAGE WEEKLY STATUS (12/3/2022-12/9/2022)**



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