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Cynthia T. Brown
Chief, Section of Administration
Office of Proceedings
Surface Transportation Board
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 1, 2023 Decision in the above-referenced docket, Norfolk Southern Railway Company provides the following bi-weekly update to its updated service recovery plan.

For the week ending September 1, 2023, Norfolk Southern reported the following service metrics:

Metric	Current	May 5, 2023 Target
System Velocity	19.15 MPH	22 MPH
Merchandise TPC	73.31%	82%
Intermodal TPC	93.36%	99%
LOPA	71.82%	78%
LOPA RR Caused	6.5%	5%
Terminal Dwell	25.2 Hours	21.5 Hours

NS experienced a system outage on August 28, 2023 which caused disruption to the network. NS is making progress on the temporary backlog of trains that resulted from this incident, and expects a full recovery of network fluidity in the coming weeks.

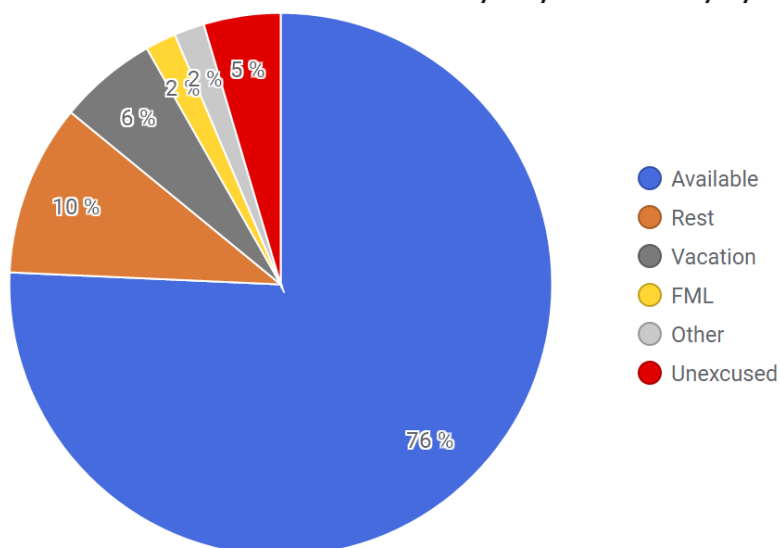
In accordance with the Surface Transportation Board's June 13, 2022 Decision in the above-referenced docket, Norfolk Southern Railway Company today is providing the following bi-weekly update on certain trainee information and crew availability.

The following table shows conductor trainee information as of September 5, 2023:

Trainees entered training	56
Trainees dropped out of training	0
Trainees completed training	17
Trainees currently in training	915

For the week ending September 1, 2023 Norfolk Southern's data shows that on average 75.8% 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 September 1, 2023, 7.04% 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 68.76% 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 8/26/2023 - 9/1/2023



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