

BEFORE THE SURFACE TRANSPORTATION BOARD

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**CANADIAN PACIFIC RAILWAY LIMITED, ET AL. – CONTROL – KANSAS CITY SOUTHERN, ET AL.
(GENERAL OVERSIGHT)**

CPKC-35

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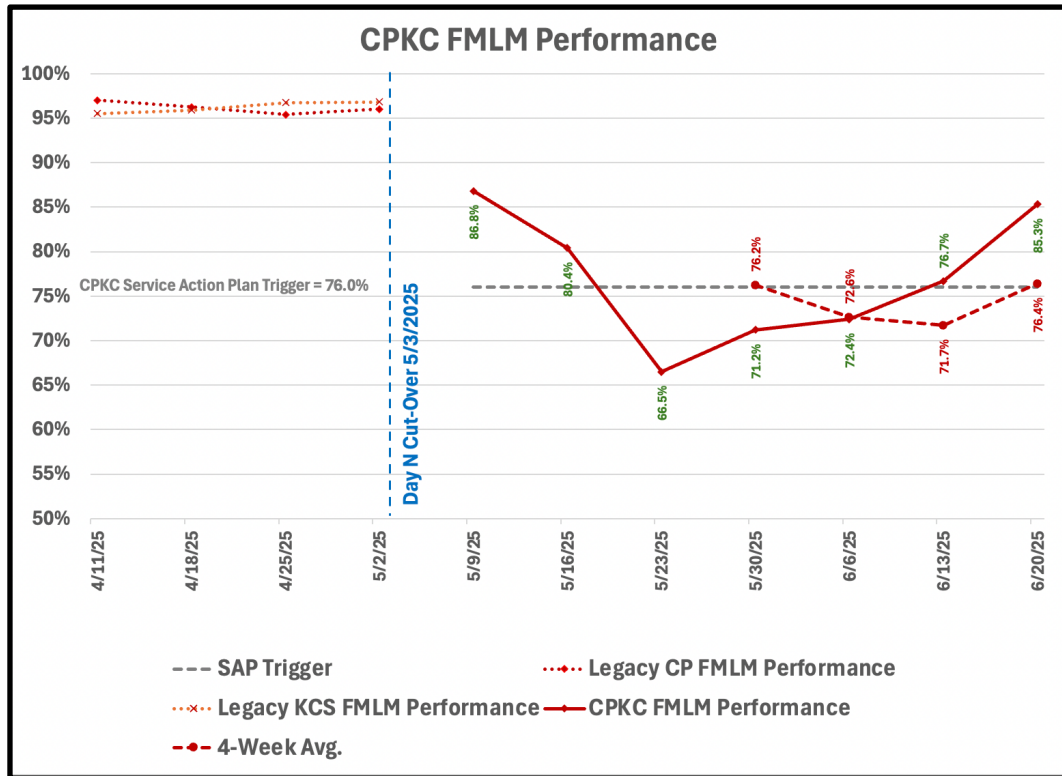
CPKC’S JUNE 25, 2025 UPDATE TO SERVICE ACTION PLAN

Canadian Pacific Kansas City Limited (“CPKC”), on behalf of its U.S. rail carrier subsidiaries,¹ is providing this update to the “Service Action Plan” reported herein on June 20 (CPKC-34). Figures 1 and 2 below provide more recent data regarding CPKC’s First-Mile Last-Mile (Industry Spot and Pull) (“FMLM”) and manifest on-time (“Manifest OTP”) performance through the week ending June 20.

As shown in Figure 1, FMLM performance has improved in the past week, from a CPKC-wide average of 76.7% for the week ending June 13 to an average of 85.3% for the week ending June 20. CPKC’s four-week rolling average FMLM performance of 76.4% is now slightly above the service action plan trigger associated with this metric (*i.e.*, 76.0%). As before, Figure 1 depicts four-week rolling average performance with the dashed red line, with weekly performance levels shown in solid red.

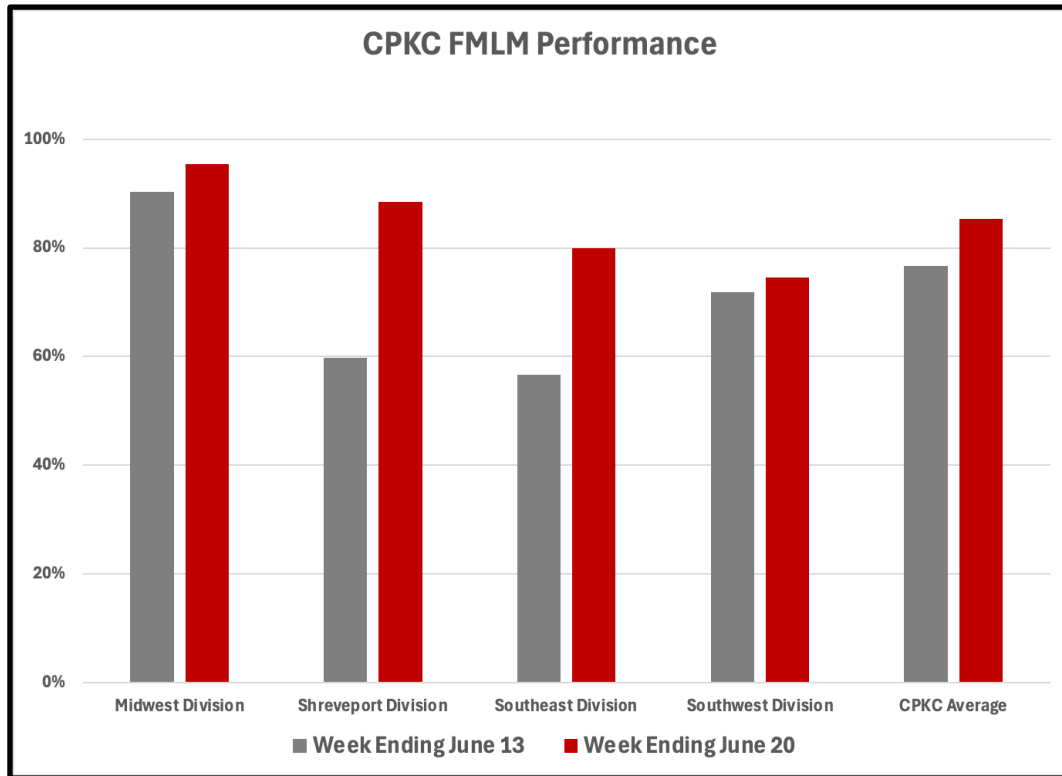
¹ CPKC’s U.S. rail carrier subsidiaries include Soo Line Railroad Company; Central Maine & Quebec Railway US Inc.; Dakota, Minnesota & Eastern Railroad Corporation; Delaware & Hudson Railway Company, Inc. (collectively “CP” or “CP/Soo”); The Kansas City Southern Railway Company, Gateway Eastern Railway Company, and The Texas Mexican Railway Company (collectively, “KCS”).

FIGURE 1



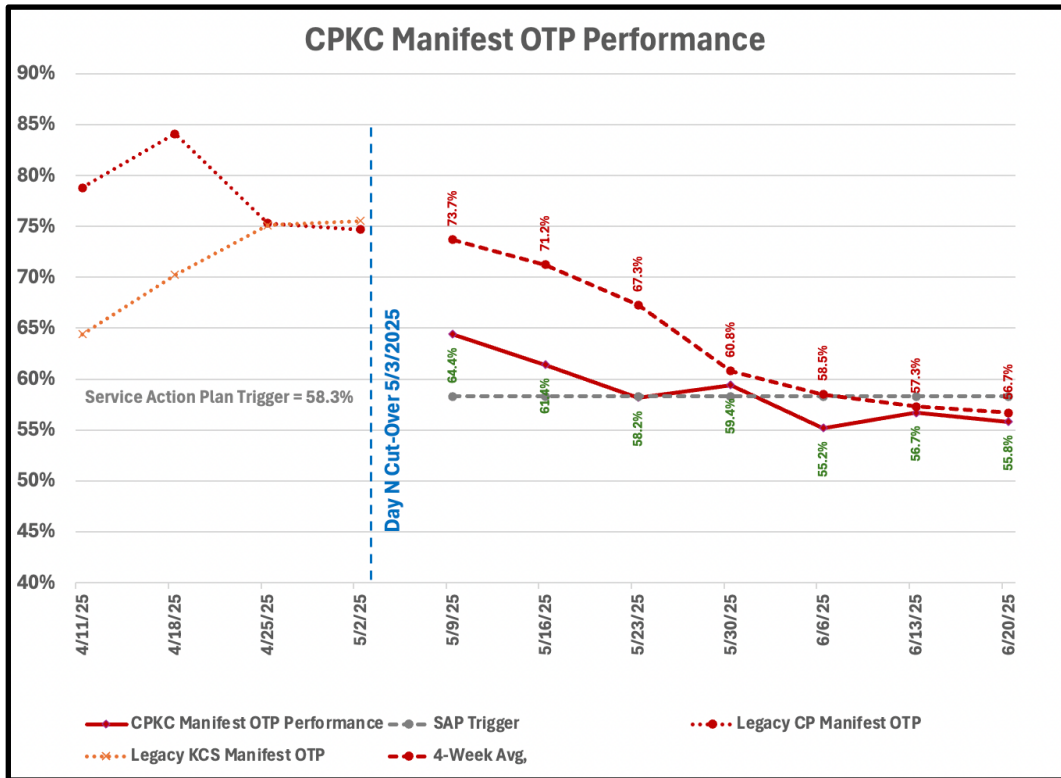
As shown in Figure 2 below, the increase in CPKC average FMLM performance levels shown in Figure 1 reflects week-over-week improvements in performance levels on each of CPKC's operating divisions that include portions of the legacy-KCS network: Midwest, Shreveport, Southeast, and Southwest.

FIGURE 2



As shown in Figure 3 below, CPKC's Manifest OTP performance has been relatively flat over the past several weeks, with performance at 55.8% for the week ending June 20. Manifest OTP performance was slightly down week-over-week and still below CPKC's standards.

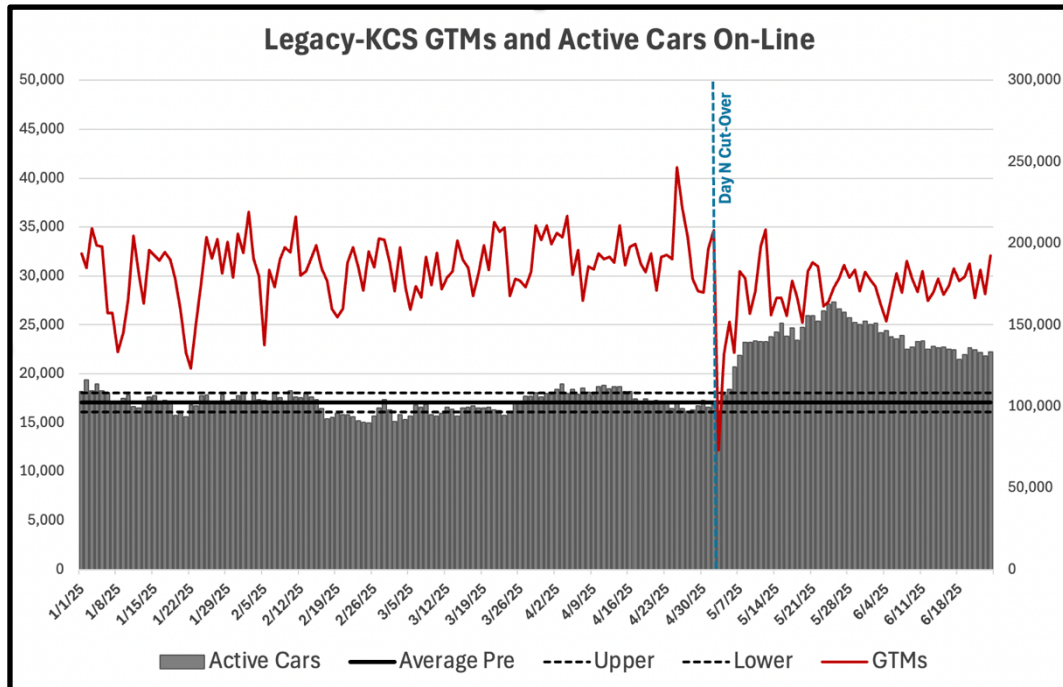
FIGURE 3



The lagging improvement in Manifest OTP performance is not entirely unexpected. This metric was anticipated to improve more gradually than other indicators of network health, in part because of the time needed for CPKC to work through the consequences of the congestion triggered by the data issues described in CPKC’s June 20 Report (CPKC-34).

As shown in Figure 4 below (which is an updated version of Figure 9 in the June 20 Report) the number of active cars on the legacy-KCS network continues to trend down while GTMs remain strong. With CPKC’s continued progress towards improved service levels, the customer facility embargoes noted in the July 20 Report have been lifted.

FIGURE 4



CPKC is continuing to devote the resources and attention necessary to return service levels to the normal range expeditiously. Among CPKC’s key areas of focus for the coming week are the following, all against the backdrop of ongoing attention to the blocking and tackling associated with restoring effective operations across the legacy-KCS network:

Operations:

- CPKC’s Operating leaders will maintain an in-person, boots-on-the-ground presence at the key legacy-KCS yards in Beaumont, Port Arthur, Shreveport, and Jackson to support continued “catchup” needed to bring network fluidity back to normal levels;
- CPKC Operations will continue to validate and align the mapping of local service plans and customers for each terminal to support efficient service plan execution using post-Day N IT systems;

- CPKC Operations will continue to manage active cars online, reduce dwell, and deliver local service; and
- CPKC Operations will identify and implement sustainable process improvements designed to support operations that are well informed by valid data, support disciplined and predictable operations, and more effectively meet customer service expectations.

Information Technology:

- CPKC's IT personnel (along with counterparts from shipment management and customer service) will maintain their in-person presence at locations across the legacy-KCS network to support operating personnel and customers with their deployment of post-Day N IT systems, with a focus in the coming week on the Southeast Division (areas east and southeast of Shreveport);
- CPKC IT will support Operations' focus on improved car inventories through the implementation of new internal location reporting and data validation; and
- CPKC IT will review and implement systems enhancements as necessary to improve CPKC's internal operational processes and address customer needs with respect to waybilling, car ordering, and car tracking.

Customer Communications:

- CPKC will issue customer bulletins more frequently to address the status of CPKC's service recovery efforts and "what to expect" from those efforts in the near term;
- CPKC will continue to reach out to customers of all sizes, shipping all types of commodities, and located in all parts of the legacy-KCS network to solicit

feedback on the issues they are facing with an eye to identifying areas warranting attention and tailoring solutions to customer needs; and

- CPKC will continue working collaboratively with customers to find sustainable and workable solutions for IT and process-related issues that cause recurring challenges for customers.

CPKC continues to project that it will achieve a return of service performance to the normal range for the vast majority of customers by the second half of July. CPKC will provide its next weekly update on Wednesday, July 2.

Respectfully submitted,



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June 25, 2025

CERTIFICATE OF SERVICE

I hereby certify that I have caused the foregoing CPKC's June 25, 2025 Update to Service Action Plan to be served electronically or by first class mail, postage pre-paid, on all parties of record in this proceeding.

/s/ David L. Meyer
David L. Meyer

June 25, 2025