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Deputy General Counsel

April 21, 2023

Via Electronic Filing

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 October 28, 2022, 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 April 14, 2023, Norfolk Southern reported the following service metrics:

Metric	Current	May 5, 2023 Target
System Velocity	17.77 MPH	22 MPH
Merchandise TPC	50.89%	82%
Intermodal TPC	94.6%	99%
LOPA	73.31%	78%
LOPA RR Caused	7.15%	5%
Terminal Dwell	32.2 Hours	21.5 Hours

Norfolk Southern remains focused on delivering a high-quality service product to its customers and is aware that its service metrics have dropped in recent weeks. Over the last several weeks, an unrelated series of factors have combined to negatively affect the quality of the service Norfolk Southern is providing customers. These include the East Palestine derailment and subsequent track removal for remediation, a bridge outage, weather-related challenges, and the implementation of measures to enhance service reliability and safety. The resulting changes have led to a short-term disruption in Norfolk Southern's terminal dwell and train speed in the merchandise and bulk networks. As the benefits of these changes materialize, Norfolk Southern is confident it will see service improve over the next few months.

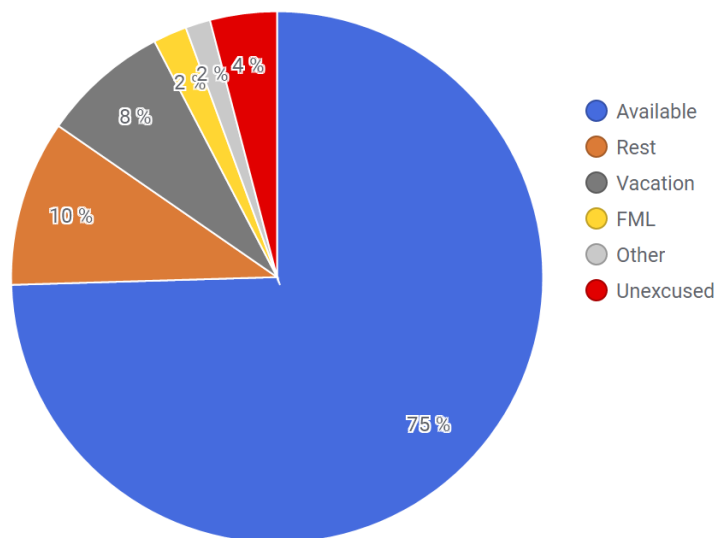
In accordance with the Surface Transportation Board's June 13, 2022 Decision in the above-referenced docket, Norfolk Southern Railway Company today is providing the following bi-weekly update on certain trainee information and crew availability.

The following table shows conductor trainee information as of April 18, 2023:

Trainees entered training	185
Trainees dropped out of training	53
Trainees completed training	58
Trainees currently in training	949

For the week ending April 14, 2023 Norfolk Southern's data shows that on average 74.37% 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 April 14, 2023, 6.93% 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 67.44% 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 4/8/2023 - 4/14/2023



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