



SERVICE UPDATE

HOW TOMORROW MOVES



CSX SERVICE UPDATE

CSX remains relentless in its commitment to deliver the high level of service customers expect. This update details the company's recent service improvement activities.

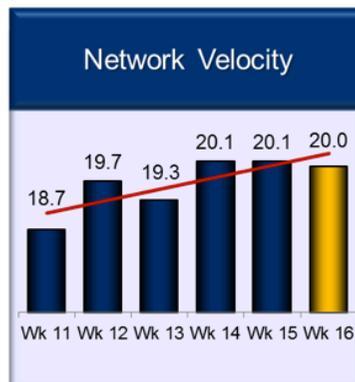
RECENT SERVICE DEVELOPMENTS

As CSX thankfully leaves the challenges of the recent harsh winter that impacted nearly the entire network, our operating performance continues to show signs of steady improvement, with On-Time Originations, Velocity, and Cars On Line all following positive sequential trends. Further, our recently implemented variable train scheduling initiative in the merchandise network is starting to drive the desired improvements in resource availability and network fluidity.

A separate set of operating plan changes for a small subset of intermodal trains went into effect on April 15. These schedule adjustments take advantage of new routing/scheduling opportunities following the completion of the CSX Northwest Ohio Intermodal Terminal expansion project. While all intermodal trains remain on fixed schedules, these service adjustments are designed to provide a stronger foundation for network performance and continued intermodal growth.

CSX's operations are sequentially improving across the network, and we continue to pay close attention to:

- CSX terminals in Cincinnati, OH and Avon, IN given heavy volume backlogs,
- Storms that hit the Southeast causing minor mudslides, commercial power outages, and downed trees, and
- The industry's Chicago Terminal, which while fluid all year, currently shows heavy automotive traffic impacting the inventory levels at the Indiana Harbor Belt Railroad.



The charts above illustrate CSX's sequential, week-over-week improvement in operational performance through April 17, as winter weather subsides and CSX adjusts its resource levels and operating plans to drive further service improvements. On-Time Originations, Network Velocity, and Cars On Line have all shown positive trends, resulting in greater network fluidity.

RESOURCE UPDATE

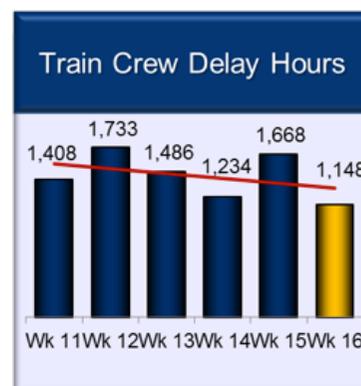
Locomotives – Adding locomotives drives up on-time performance, aids in network fluidity, and supports ongoing growth

Locomotive Out of Service rates continue to decline from their peak of 10 percent during the extremes of winter to 6 percent in the week ending April 17. This reduction in the out of service rate provides an immediate and meaningful boost to locomotive availability.

Additionally, 18 new high-horsepower road locomotives will be delivered to CSX over the next two weeks, adding to the 25 new units already received this year. Through the end of 2015, CSX will take delivery of a total of 200 new locomotives that will be deployed across the network.

Train Crews – The ability to deploy additional train crews, especially in key geographies, increases on-time originations, improves on-time arrivals at customer destinations, and reduces terminal dwell

CSX crew hiring and training efforts are paying off. As CSX continues to qualify new train and engine employees in high impact locations across the network, the company is experiencing fewer crew related train delays. In week 16 (the week ending April 17), CSX had its lowest Crew Delay impact to the network since early 2015.



REGULATORY UPDATE

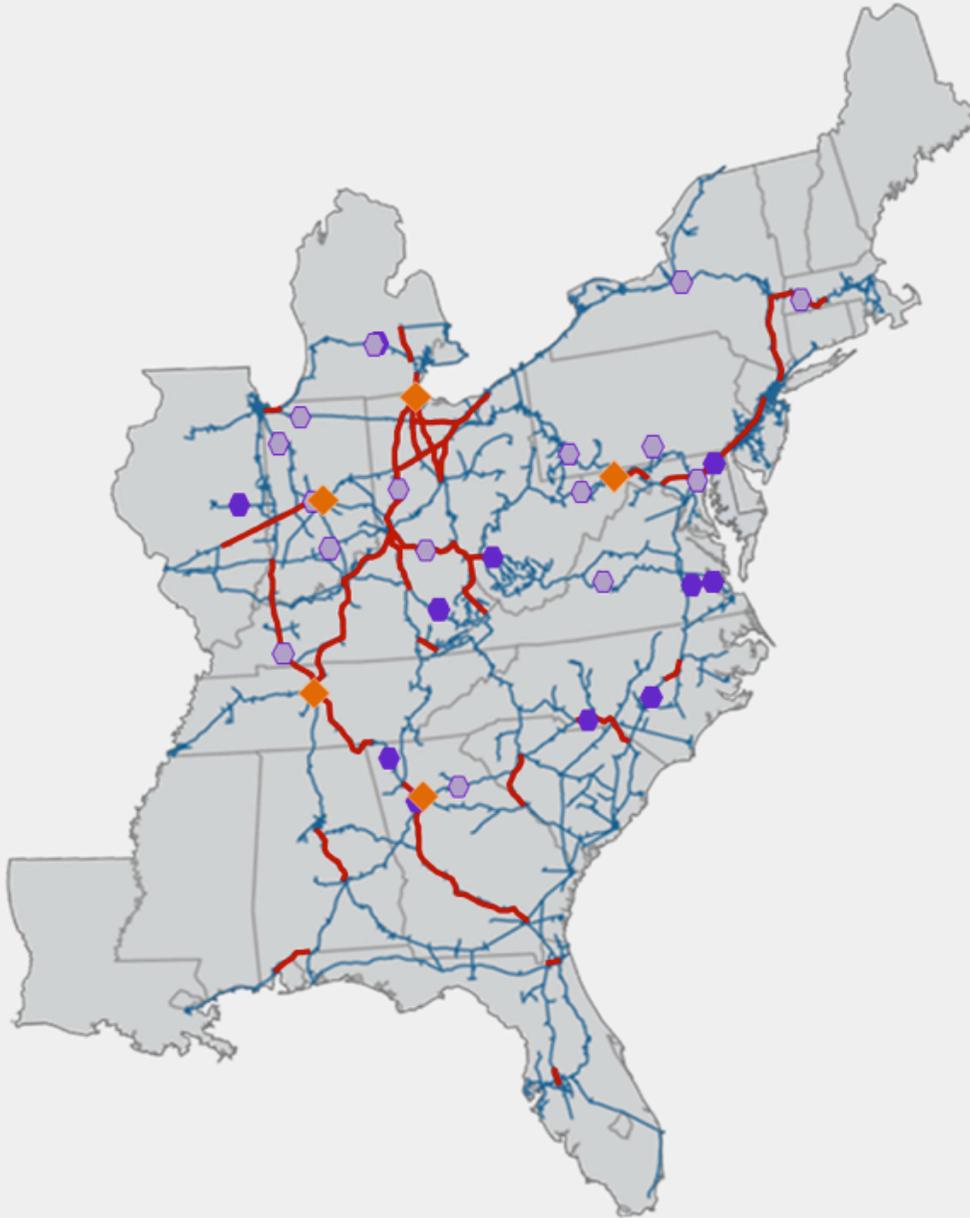
FRA Issues Policies on High-Hazard Flammable Trains (HHFT)

On April 17, the FRA issued a new emergency rule and safety advisories designed to further improve the safety of trains carrying certain quantities of Class III Flammable Liquids. The FRA order restricts affected trains to 40 MPH in government-designated High Threat Urban Areas. Railroads must comply with the Emergency Order by April 24. CSX intends to fully meet the requirements of the Emergency Order and expects the impact to be operationally manageable.

OPERATING PERFORMANCE MAP

As the map below illustrates, in addition to the capital investments CSX is making in its infrastructure, the company continues to invest in the railroad through ongoing maintenance programs. Although these programs can temporarily impact train performance along specific segments of the network, they are integral to safe, efficient, and reliable rail service to customers. The map also visually indicates locations where CSX has experienced line-of-road and terminal congestion over the past two weeks.

CSX Recent Operating Performance Map



Operating Performance (Prior Two Weeks)

- ◆ Congested Terminals (Delay > 6 hours)
- Line-of-Road Congestion (< 85% of 2013 Velocity, Adjusted for Volume)

Maintenance (Current Week and Prior Two Weeks)

- ◆ Completed Maintenance Projects
- ◆ Ongoing Maintenance Projects