



# 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.

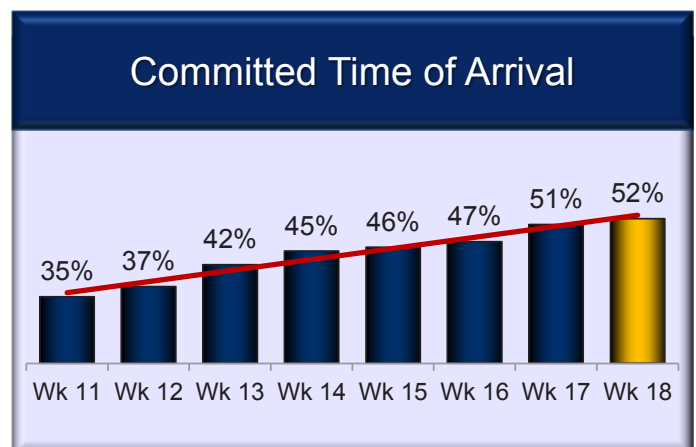
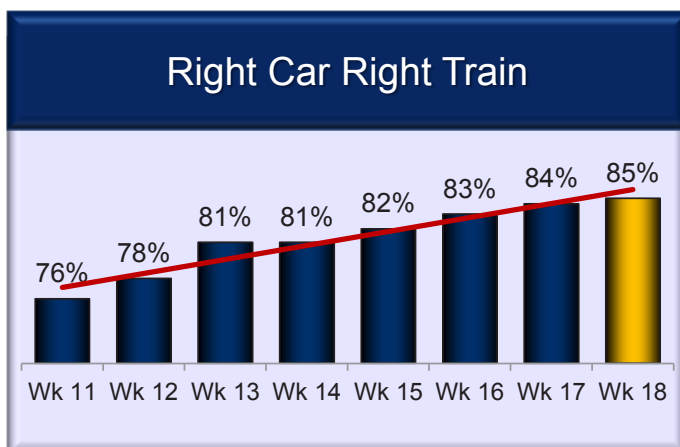
### RECENT SERVICE DEVELOPMENTS

Over the past two weeks, CSX maintained stable operations as the company's service improvement efforts continue.

- Temporary operating plan changes are alleviating heavy volumes in the Cincinnati area.
- Seasonal track curfews for engineering maintenance work are ongoing, with minimal impact to operations and customers.
- The industry's collective efforts have resulted in significant year-over-year improvements in the fluidity of the Chicago Gateway.

While no major operational impacts resulted from the unfortunate events in Baltimore, MD, CSX did experience some localized delays. Safety remains the top priority for CSX, and we are proud of the coordinated efforts of many CSX departments that helped ensure the safety of the company's Baltimore-area employees during these difficult times.

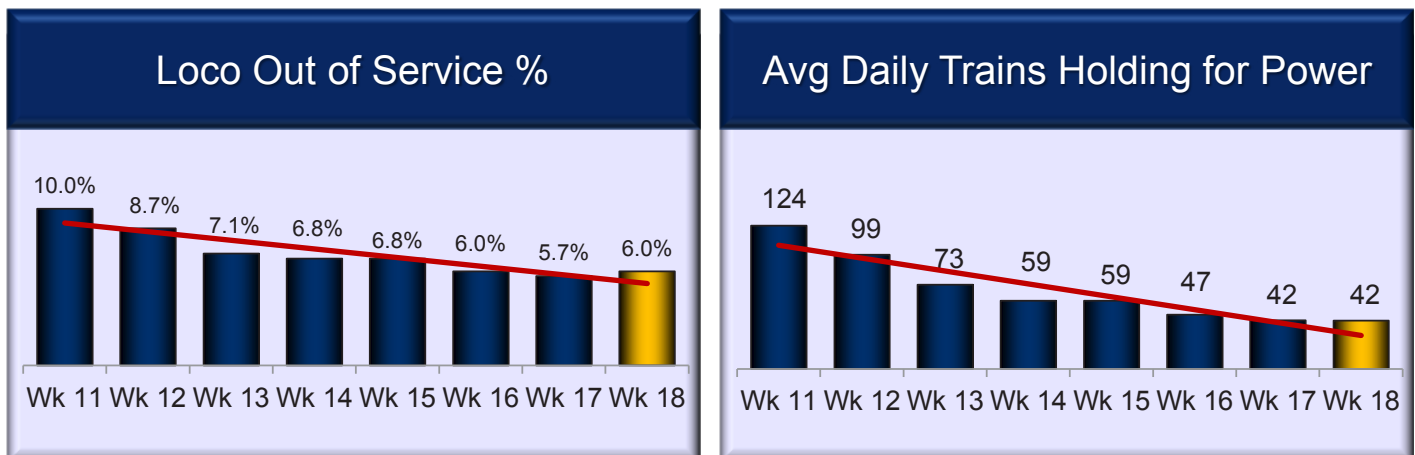
Overall, the company continues to drive steady, sequential improvements in rail operations as additional resources and improved weather ease constraints on the network.



The charts above illustrate CSX's sequential, week-over-week improvement in operational performance through the week ending May 1.

## RESOURCE UPDATE

CSX locomotive and crew availability continue to increase as the company takes delivery of new high-horsepower road locomotives, weather-related equipment failures subside, and new train crews are qualified in high-need areas of the network.



For a deeper dive into recent resource additions and infrastructure projects, please refer to the recently published [Bi-Monthly Service Update](#).

## REGULATORY UPDATE

### *U.S. Department of Transportation Issues Rules on High-Hazard Flammable Trains (HHFT)*

On May 1, 2015 the U.S. Department of Transportation and the Federal Railroad Administration released new rules for “Enhanced Tank Car Standards and Operational Controls for High-Hazard Flammable Trains (HHFT)”. The rule defines an HHFT as “a continuous block of 20 or more tank cars loaded with a flammable liquid or 35 or more tank cars loaded with a flammable liquid dispersed through a train.”

Key provisions of the rule include:

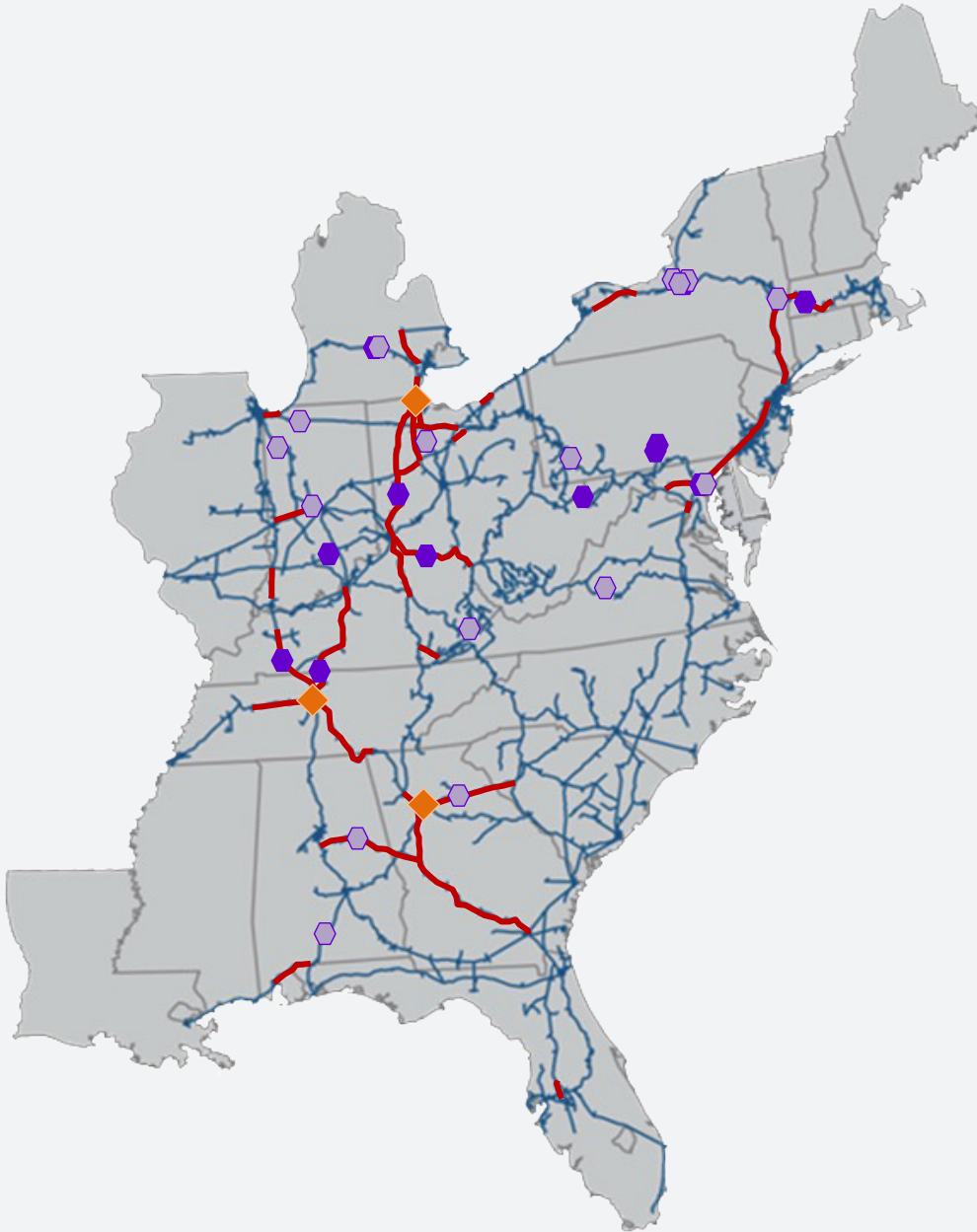
- Enhanced standards for new and existing tank cars, including the requirement to use electronically controlled pneumatic brakes in certain situations, and
- Speed restrictions applicable to HHFTs: 50-mph in all areas and 40-mph in high-threat urban areas defined by the U.S. Department of Homeland Security.

CSX is currently assessing the operational impacts of the new ruling.

## 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