



HOW NORFOLK SOUTHERN IS ENHANCING OPERATIONS TO DELIVER WHAT MATTERS

In the world of logistics, changing a well-calibrated system can be difficult. But Norfolk Southern is laser-focused on improving operations for customers. They're enhancing service with higher train speeds, reduced terminal dwell times, and increased car miles per day to win back freight and streamline customer supply chains.



ELEVATING SERVICE TO DRIVE CUSTOMER SUCCESS

INCREASING EFFICIENCY WITH FLORIDA EAST COAST RAILWAY

An example of NS' improved operations is their collaboration with Florida East Coast Railway (FEC). They began by focusing on train 287, which travels from Miami to Norfolk Southern's Simpson Yard in Jacksonville. Previously, the train had arrived at the yard with cars that didn't pertain to the train's destination. Crews spent multiple hours switching cars and re-assembling them into contiguous blocks to reach their destination.

By pivoting operations and assembling train 287 in blocks, NS and FEC freed up crew member time and eased congestion. Their partnership also reduced the number of switches required to build the train and the time it took to reach its final destination.

"Thanks to the FEC's flexibility, we've improved terminal fluidity and our crews can spend their time supporting more trains. Morale among our crew members has also improved."

Eric Sams
Simpson Yard Superintendent,
Norfolk Southern

IMPROVING SHORT LINE INTERCHANGES TO STREAMLINE TRAFFIC

Short line interchanges contribute to more than 40% of Norfolk Southern's industrial products traffic each year. As a result, the railroad initiated several operational improvements to move freight faster, more efficiently, and more reliably.

The railroad's Short Line Performance Project, which enhances communication and coordination between NS and short line railroads, is a cornerstone of this success. By focusing on improving interchange performance, NS is seeing measurable improvements in speed, consistency, and efficiency. As a result of the project:



Average train speed reached 21.5 miles per hour, representing the third consecutive quarter of improvement and the highest since Q2 2020.



Terminal dwell times were reduced to an average of 23 hours, the lowest since Q3 2021.



Car miles per day reached 108.2, the highest since Q2 2021.



On-time delivery for merchandise shipments was the best since Q2 2020.



Intermodal service and shipment performance increased by 8%.

Beyond elevating operations and service, these performance increases have helped NS compete with trucking, bringing more business back to rail.



MAKING BIG MOVES TO BRING MORE FREIGHT TO RAIL

SUPPORTING AUTOMAKERS WITH EXPANDED RAILCAR CAPACITY

Despite a challenging logistics environment, Norfolk Southern has found success in winning back freight from the trucking industry — and they've been doing it by solving big problems for customers. The company partnered with an automotive OEM to expand distribution of a popular SUV by increasing railcar loading capacity at one of its larger Detroit-area assembly plants. They also supported increased vehicle production at another plant.

Norfolk Southern's work with this company showcases the importance of helping customers manage an ever-fluctuating supply chain — and how essential it is to work with a partner that can help you adapt.

IMPROVING RAIL INFRASTRUCTURE ALONG A KEY ALABAMA CORRIDOR

Norfolk Southern is making investments to ensure that its rail infrastructure is ready to accommodate the needs of customers well into the future. In Alabama, the railroad made a \$200 million investment in the 3B Corridor. The expansion will improve capacity on the route, which is a critical line between northern and central Alabama to the Port of Mobile. Beyond supporting the region's ongoing economic expansion, the project will provide shippers with a more efficient, reliable route to global markets.

MAKING STRATEGIC EXPANSIONS TO HELP CUSTOMERS REACH FURTHER

NS is also making big strides in other key markets to provide even more connected rail service to customers:



NS has purchased the Great Lakes Reload (GLR) property, a Chicago transload facility that plays a critical role in converting flexible freight to rail.



The railroad has extended intermodal reach through partnerships with Florida East Coast Railway and Canadian National Railway.



NS is expanding its footprint with key inland ports, including the Navy Base Intermodal Facility and Blue Ridge Connector, to connect more customers to the sustainability, efficiency, and reach of rail.

LISTENING CLOSELY TO SERVE YOU EVEN BETTER.

NS is creating more direct line of communication to customers with the launch of their Customer Advisory Board. The Customer Advisory Board will provide critical feedback directly from customers to ensure that the railroad's services align with customers' evolving needs. By keeping the voice of customers at the forefront of their strategy, NS is positioning itself — and the customers it serves — for long-term growth.

See how NS can deliver more flexible and reliable service at [norfolksouthern.com/intermodal](https://www.norfolksouthern.com/intermodal).



ABOUT NORFOLK SOUTHERN

Since 1827, Norfolk Southern Corporation (NYSE: NSC) and its predecessor companies have safely moved the goods and materials that drive the U.S. economy. Today, it operates a customer-centric and operations-driven freight transportation network. Committed to furthering sustainability, Norfolk Southern helps its customers avoid approximately 15 million tons of yearly carbon emissions by shipping via rail. Its dedicated team members deliver more than 7 million carloads annually, from agriculture to consumer goods, and Norfolk Southern originates more automotive traffic than any other Class I Railroad. Norfolk Southern also has the most extensive intermodal network in the eastern U.S. It serves a majority of the country's population and manufacturing base, with connections to every major container port on the Atlantic coast as well as major ports in the Gulf of Mexico and Great Lakes. Learn more by visiting www.NorfolkSouthern.com.

