

CSX Investor Day 2024

Thursday, November 7, 2024 Ritz-Carlton, Amelia Island, FL

Forward Looking Disclosure

This information and other statements by the company may contain forward-looking statements within the meaning of the Private Securities Litigation Reform Act with respect to, among other items: projections and estimates of earnings, revenues, margins, volumes, rates, cost-savings, expenses, taxes, liquidity, capital expenditures, dividends, share repurchases or other financial items, statements of management's plans, strategies and objectives for future operations, and management's expectations as to future performance and operations and the time by which objectives will be achieved, statements concerning proposed new services, and statements regarding future economic, industry or market conditions or performance. Forward-looking statements are typically identified by words or phrases such as "will," "should," "believe," "expect," "anticipate," "project," "estimate," "preliminary" and similar expressions. Forward-looking statements speak only as of the date they are made, and the company undertakes no obligation to update or revise any forward-looking statement. If the company updates any forward-looking statement, no inference should be drawn that the company will make additional updates with respect to that statement or any other forward-looking statements.

Forward-looking statements are subject to a number of risks and uncertainties, and actual performance or results could differ materially from that anticipated by any forward-looking statements. Factors that may cause actual results to differ materially from those contemplated by any forward-looking statements include, among others; (i) the company's success in implementing its financial and operational initiatives; (ii) changes in domestic or international economic, political or business conditions, including those affecting the transportation industry (such as the impact of industry competition, conditions, performance and consolidation); (iii) legislative or regulatory changes; (iv) the inherent business risks associated with safety and security; (v) the outcome of claims and litigation involving or affecting the company; (vi) natural events such as severe weather conditions or pandemic health crises; and (vii) the inherent uncertainty associated with projecting economic and business conditions.

Other important assumptions and factors that could cause actual results to differ materially from those in the forward-looking statements are specified in the company's SEC reports, accessible on the SEC's website at www.sec.gov and the company's website at www.csx.com.

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Non-GAPP Measures Disclosure

CSX reports its financial results in accordance with accounting principles generally accepted in the United States of America (U.S. GAAP). CSX also uses certain non-GAAP measures that fall within the meaning of Securities and Exchange Commission Regulation G and Regulation S-K Item 10(e), which may provide users of the financial information with additional meaningful comparison to prior reported results.

Non-GAAP measures do not have standardized definitions and are not defined by U.S. GAAP. Therefore, CSX's non-GAAP measures are unlikely to be comparable to similar measures presented by other companies. The presentation of these non-GAAP measures should not be considered in isolation from, as a substitute for, or as superior to the financial information presented in accordance with GAAP. Reconciliations of non-GAAP measures to corresponding GAAP measures are attached hereto in the Appendix of this presentation.

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Welcome

Joe Hinrichs
Chief Executive Officer and President

Today's Agenda

Proven
Powerful
Profitable

Welcome - Joe Hinrichs

Executing a Proactive Growth Strategy - Kevin Boone

Attracting New Development to Rail – Christina Bottomley

Deepening Customer Engagement – Arthur Adams

Broadening Intermodal Opportunities – Maryclare Kenney

Realizing Our Potential - Kevin Boone

Break

Advancing a Proven Model - Mike Cory & Casey Albright

Enhancing CSX Value Creation - Sean Pelkey

Q&A

Continuing Our Energy and Momentum – Joe Hinrichs



Proven Model

PowerfulMomentum

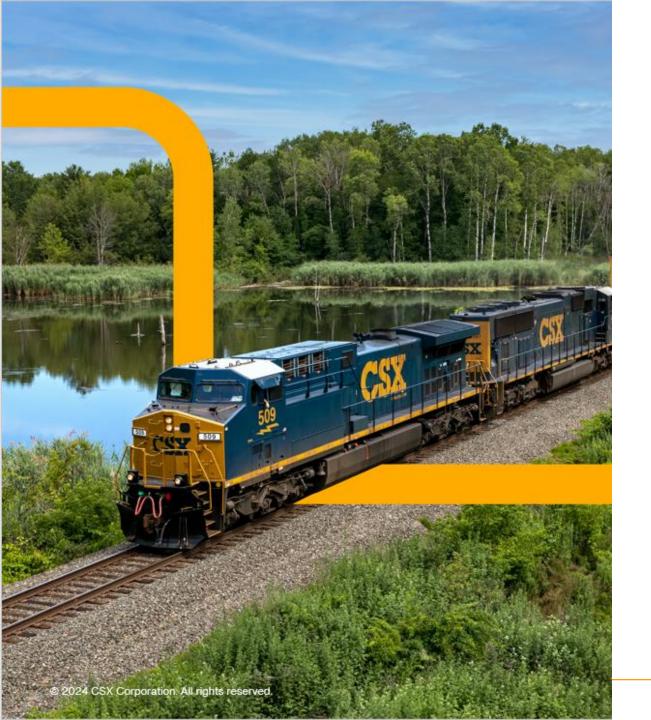
ProfitableGrowth



Executing a Proactive Growth Strategy

Kevin Boone

EVP and Chief Commercial Officer



At CSX, we are pursuing a proactive approach to growth

- Treating **service** as foundational
- Being adaptive & responsive to market changes
- Building partnerships with customers, Class Is, and short lines
- Promoting an agile mindset by leveraging technology

Our market expansion efforts take multiple forms

Industrial **Development**

Growing with Existing Customers

Emerging Industries

Expanding Our Reach

Long-tail growth opportunities from investment activity

Investing in people, technology, and our Select Site program Reliable service expands rail opportunities

Truck competitive service accelerates modal conversion

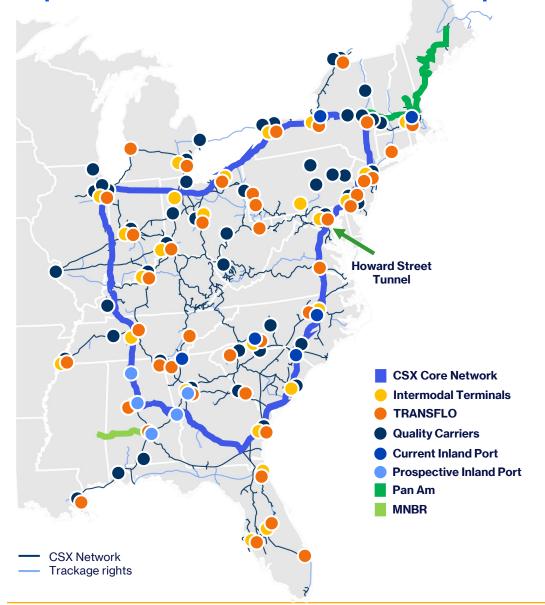
Expanding partnerships in secular growth industries

Renewable Fuels
Aggregates
Waste | Metals

Investments that address customer needs and access

Inland Ports | MNBR
New England
Howard St Tunnel
TRANSFLO | QC

A powerful network with expanding reach



Leveraging our extensive reach across the key regions of the US industrial base

Broadening our effective footprint with strategic investments

Recent & Future Additions

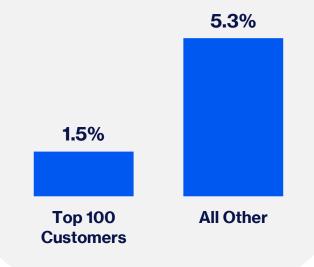
TRANSFLO
Quality Carriers
Inland Ports
Pan Am & MNBR
Howard St Tunnel

Potential Incremental Volume

600-700k units

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5 Year Historical Revenue Growth Rates¹



A diverse customer portfolio requires diverse commercial strategies

Different approaches for different customers

Large Small Cap

Industrial Development

White Boarding Sessions

Partnerships

Targeting Emerging Industries

Regional Sales

Bespoke Approach

¹ Excluding Coal

Attracting New Development to Rail

Christina Bottomley

VP, Business Development and Real Estate

CSX helps customers find and build rail-served facilities

Site Selection

40 Premier CSX Select Sites ~1k other properties in inventory

Site Design

~70% new sites vs expansions ~700 average carloads per project

Customer Commitment

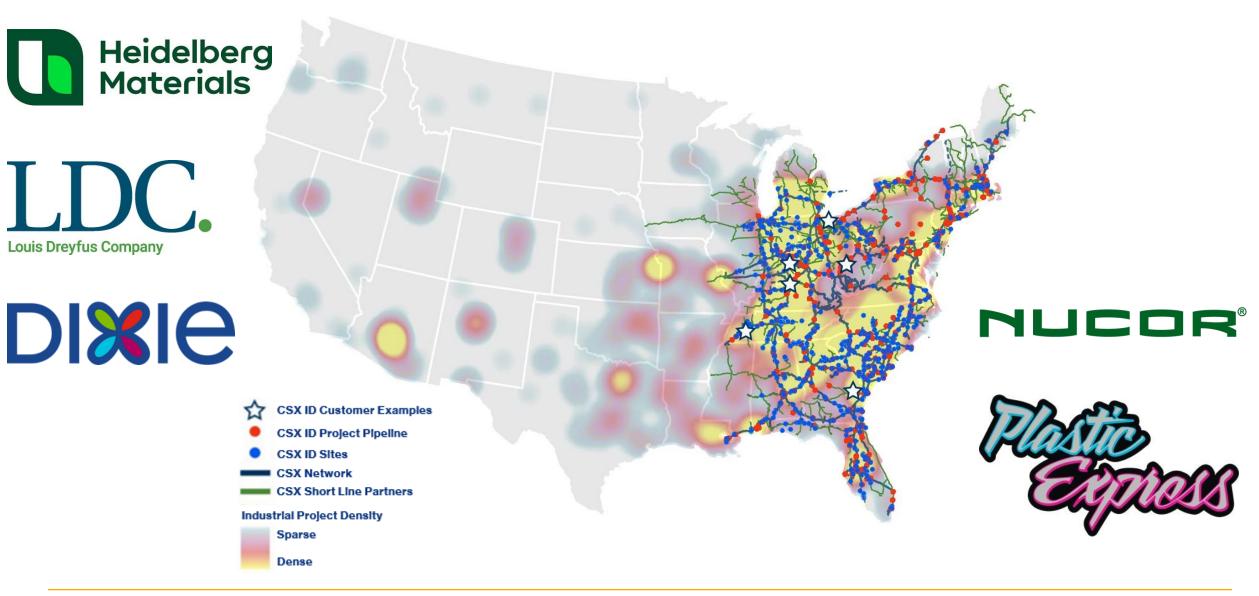
~100 projects go live each year Avg. \$60M invested per project, includes sites of >\$1B

Project Management

2-5 years to complete a project1-2 years to ramp up full production

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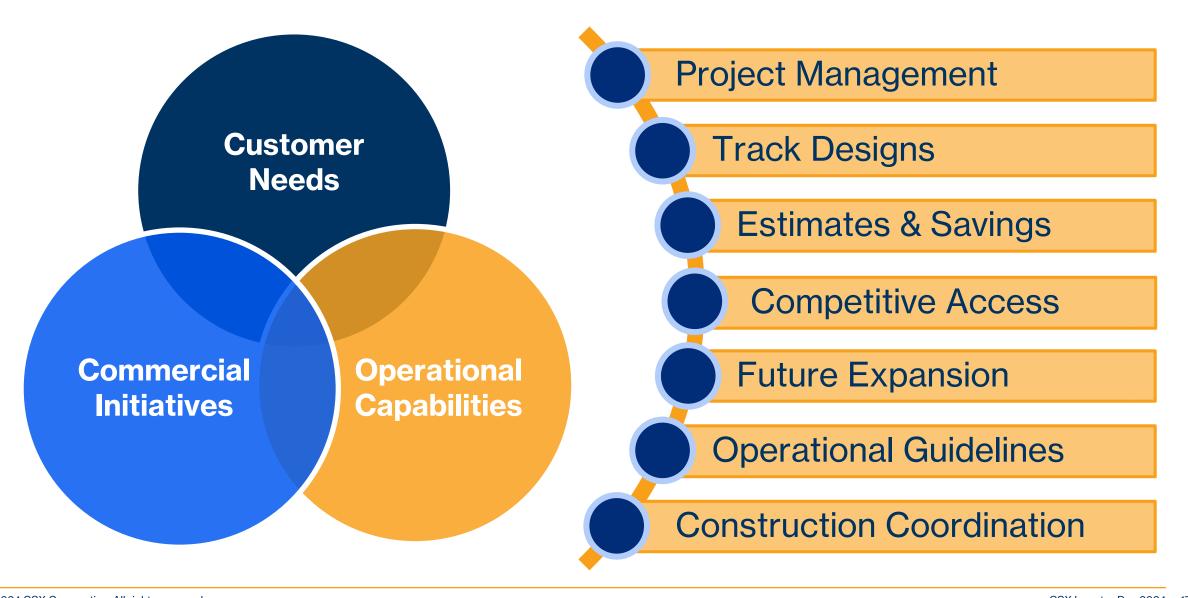
>500 new customer sites or expansions in pipeline



CSX Select Sites create a competitive advantage



CSX Site Design creates growth for today and the future





Jose Gonzalez Procurement Director Novelis

Carter Hendricks Executive Director

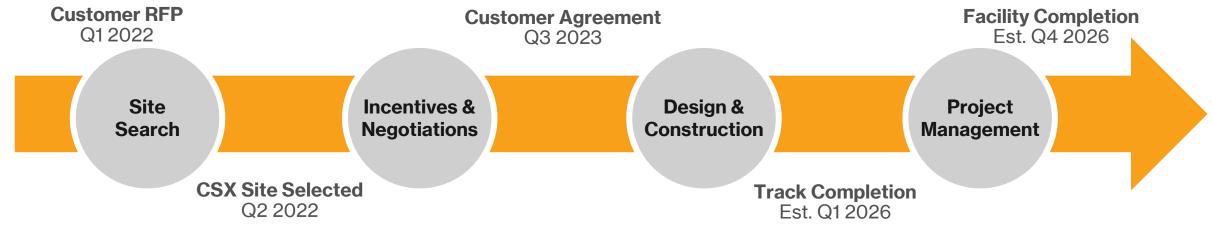
Southwestern Kentucky Economic Development Council



Years of development with a significant payoff







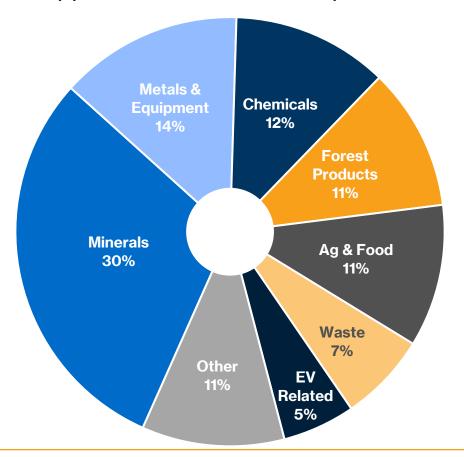
CSX's industrial development pipeline is deep and diverse

~50% of pipeline projects located in the **Southeast US**

Multiple minerals expansions driven by increasing infrastructure demand

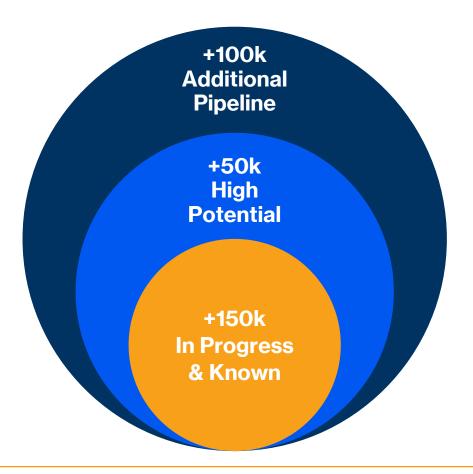
Operations connectivity helping to ensure **sufficient capacity**

More than **500 projects** in various stages represent carload opportunities across multiple end markets



Pipeline projects could add 150-300k annual carloads by 2027

~95% of development projects are Merchandise; remaining are Intermodal and Automotive opportunities



New capacity builds and expansions are key elements of our Merchandise **growth strategy**

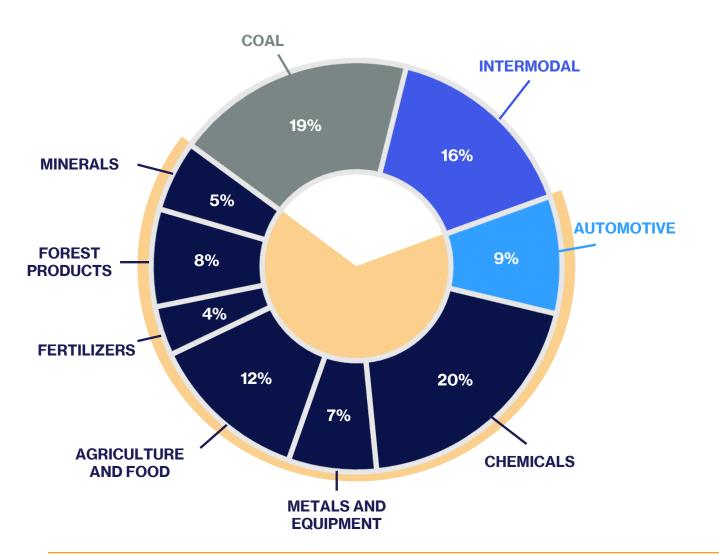
Incremental volume potential grows as the pipeline expands and matures

Gross additions outpacing natural attrition, driving potential **net annual volume additions of 1-2%**

Deepening Customer Engagement

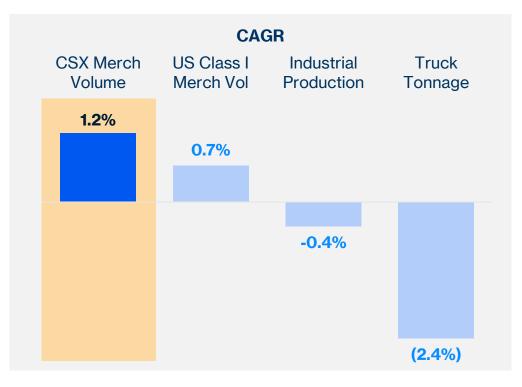
Arthur Adams
SVP, Sales and Marketing

In 2023, >60% of CSX's freight revenue came from Merchandise



CSX Merchandise volume growth

has outpaced the economy – and peers – from 2022-2024 YTD



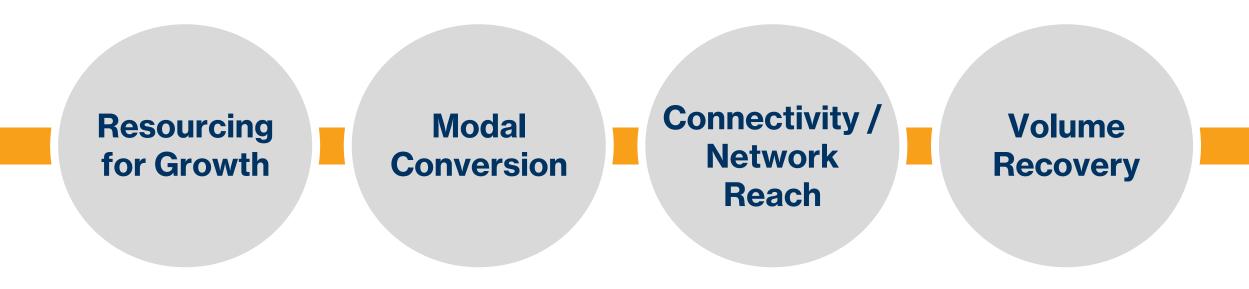
Calculated using TTM ending 9/30/24 vs TTM ending 9/30/22; for IP, 9/24 vs. 9/22



Mike Segal Director, Logistics & Operations Planning Sappi North America



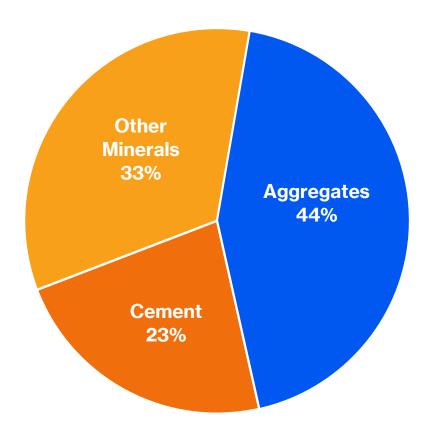
Pursuing opportunities to deepen the customer relationship



Safety & Service Reliability

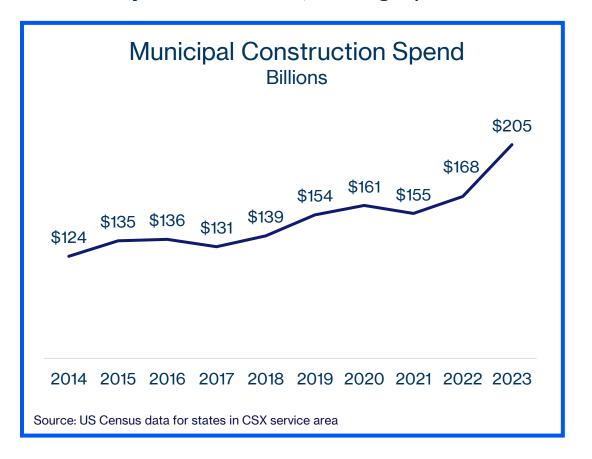
Minerals supported by increasing construction activity

Minerals Revenue Mix



Demand for cement and aggregates

driven by infrastructure, demographic trends





Bill Corcoran Vice President of Logistics Heidelberg Materials North America



Helping our existing customers grow

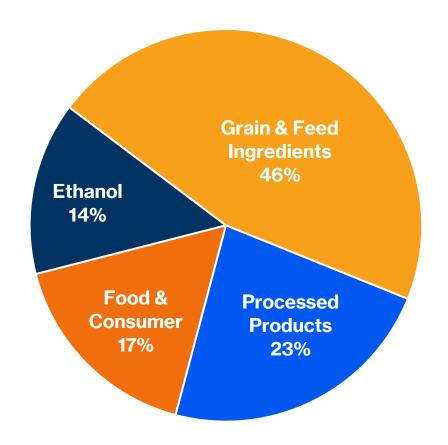


Heidelberg Materials

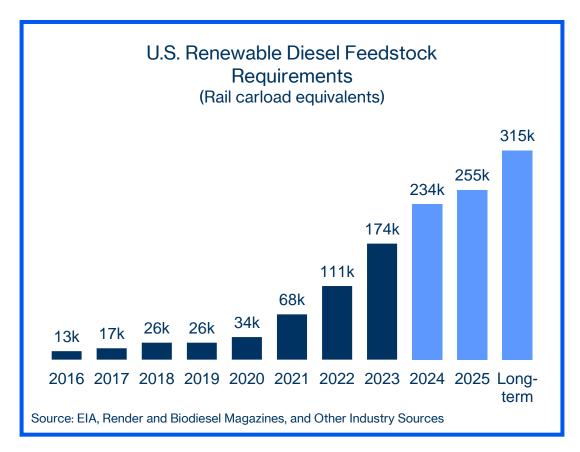
- Major manufacturer of cement across several regions
- With growing demand, saw an opportunity to replace aging facilities on a legacy CSX line
- Invested in a rail-served, high-volume cement plant largely due to track infrastructure upgrades facilitated by CSX

Renewable fuels represent a key driver of CSX's Ag & Food unit

Agriculture & Food Revenue Mix



Long-term demand driven by strong secular trends and regulatory requirements



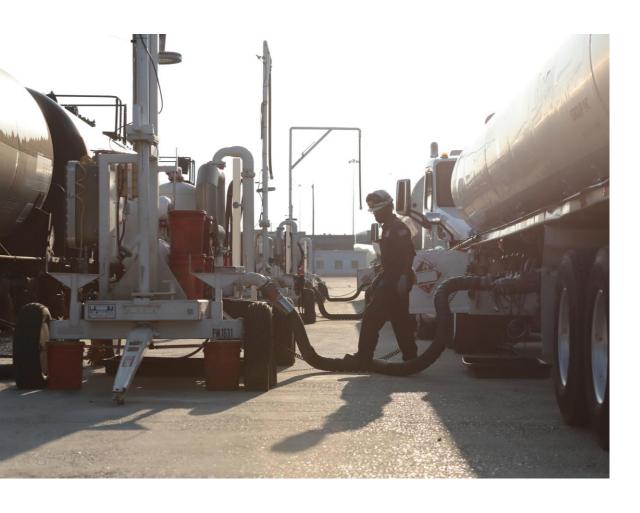


Anthony Pellegrino Vice President, Operations

Saint Paul Commodities



CSX facilitates fast-growing customers with transitions to rail



St. Paul Commodities

- Growing player in the renewable fuels industry, specifically in feedstock sourcing
- Converted its supply chain from primarily truck to majority rail as shipment volumes grew
- Worked closely with CSX to plan and develop new distribution facilities

Driving opportunities to outgrow the markets we serve

'Art of the Possible' Whiteboard Sessions

Cross-functional senior decision makers

Live, real-time feedback mechanisms

Discussion of the customer's

goals beyond just transportation

and the vision of their future supply chain

Sessions have been conducted with 44 customers, including 36 of the Top 150

These sessions have facilitated new connections, new solutions and new growth

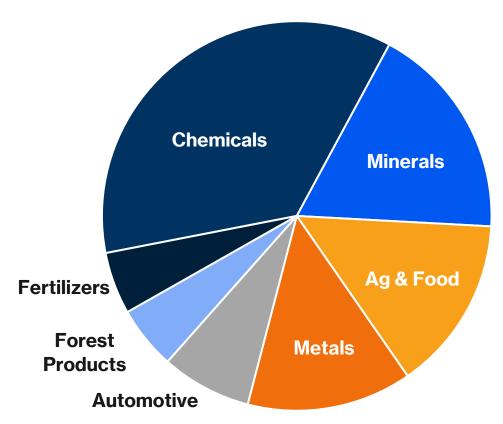
50-100 bps annually

Incremental revenue growth to be captured

Visible pipeline for Merchandise growth potential at all-time high

~\$1.2 billion

Merchandise Pipeline, 2025-2027



By delivering the **consistent**, **dependable service** that our customers require...

Combining it with willingness to find new creative solutions as their needs evolve...

We are deepening relationships, retaining and growing business with our customers

Broadening Intermodal Opportunities

Maryclare Kenney VP, Intermodal and Auto

Leveraging strong service and a powerful network to unlock growth





International Intermodal 40%

Domestic Intermodal 60%

Private Asset Partners 36%

Rail Asset Partners 24%

Growth
through
conversions
on existing
footprint

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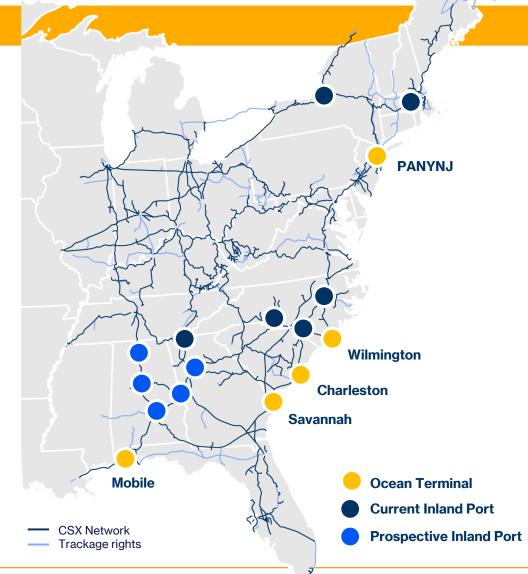
Griff Lynch
President and CEO
Georgia Ports
Authority



Inland port strategy extends International market reach

Through public-private
partnerships that
leverage the existing
CSX rail network

We are **connecting ports**, and the broader global economy, to fast-growing population centers and industrial markets



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Lucy Fishwick Vice President, Logistics Diageo

Jim Filter EVP, Transportation & Logistics

Schneider

Michael Baumgardt SVP and GM, Intermodal Schneider



National Account engagement drives conversions

Vast network reach & efficient terminals

Domestic Conversion Opportunity

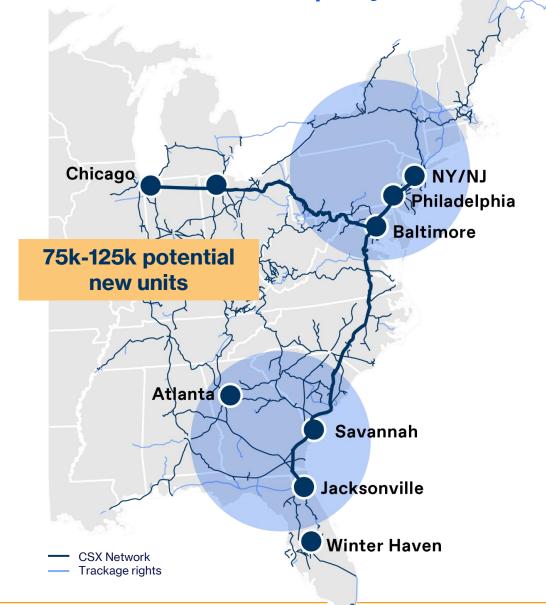
4-5 million units

Direct BCO service product¹

New lanes designed to customer needs

¹CSX voted as best performing railroad in the Journal of Commerce's Intermodal Service Scorecard, 2022-2024

Howard St Tunnel project will improve service and unlock potential



New lane offerings
Increased capacity & fluidity
Faster and more reliable service
Efficient double-stack routes



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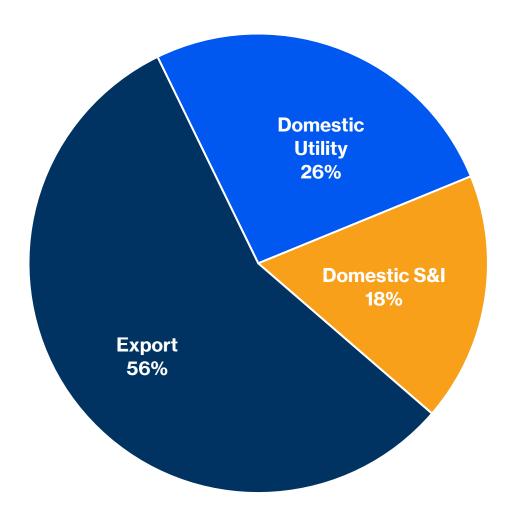
Realizing our Potential

Kevin Boone

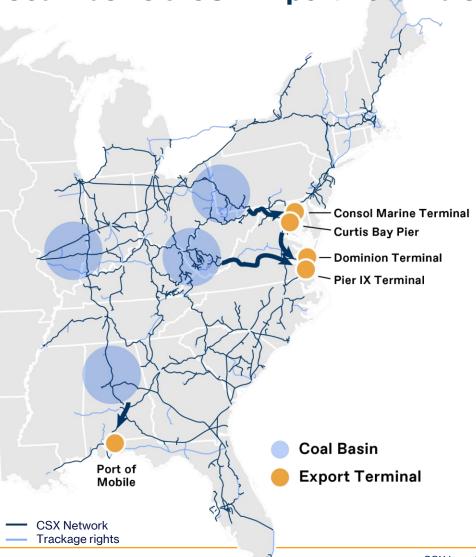
EVP and Chief Commercial Officer

CSX has extensive access to the export coal market

Coal Revenue Mix by Market



Coal Basins & CSX Export Terminals



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Volume targets deliver above-market growth



Merchandise

Consistent service

Industrial Development

Consultative selling

Emphasis on partnership



Intermodal

Consistent service

Adding International 'dots'

Connecting Domestic 'dots'

Howard Street Tunnel



Coal

Consistent service

Export strength

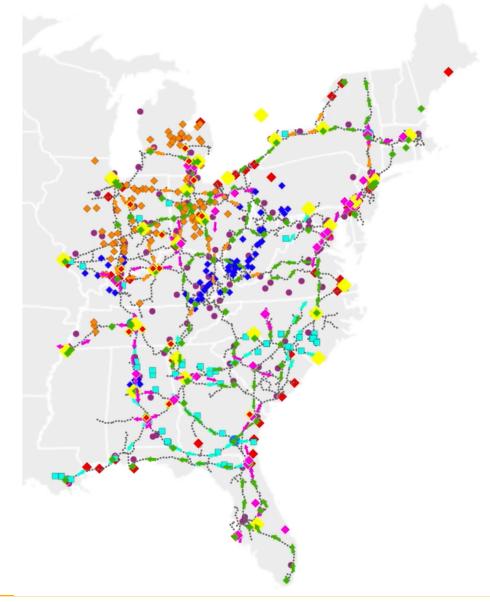
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Advancing a Proven Model

Mike Cory EVP and Chief Operating Office

Casey Albright SVP, Network Operations & Service Design

The CSX network is complex and opportunity-rich



Yards and Terminals

- Hump Yards
- Flat Yards
- Ports
- Customer Concentration

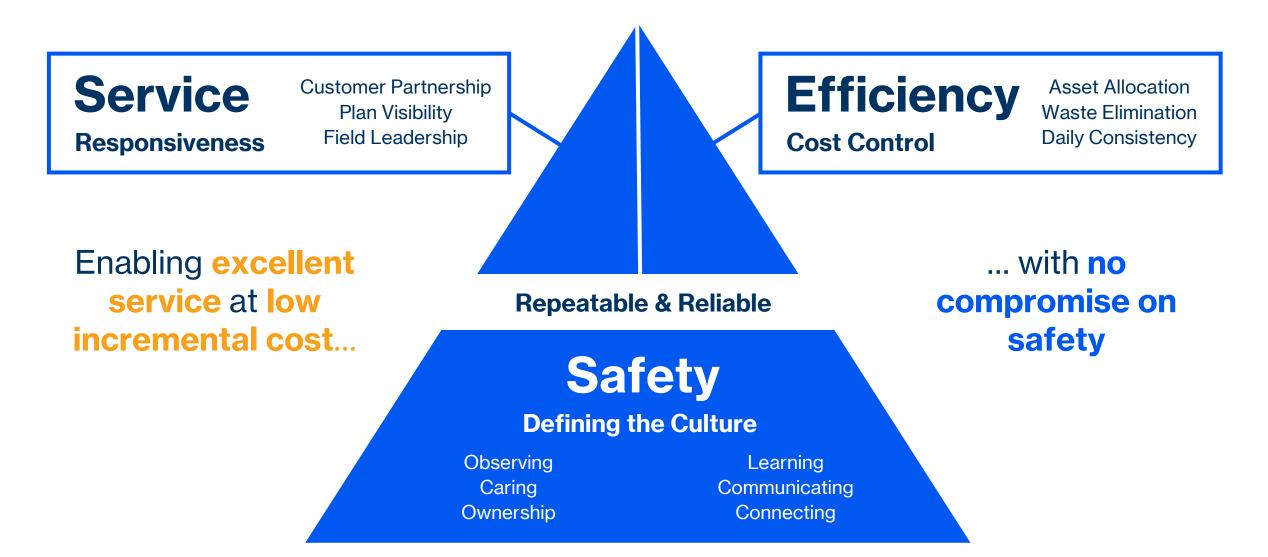
Traffic Flows

Coal Origins

Grain

- Grain Origins —
- Grain Receivers —
- Auto Distribution —
- Auto Assembly
- Intermodal
- Merchandise —

An optimized rail network balances essential priorities



Improving traffic density adds network capacity and reduces cost



Cumberland Optimization

Minor yard layout changes with modest capital spend

59k

Fewer car handlings

29mm

Reduced route miles

~\$15M

Direct savings

+ \$Millions

Network fluidity benefits

Cumberland Optimization

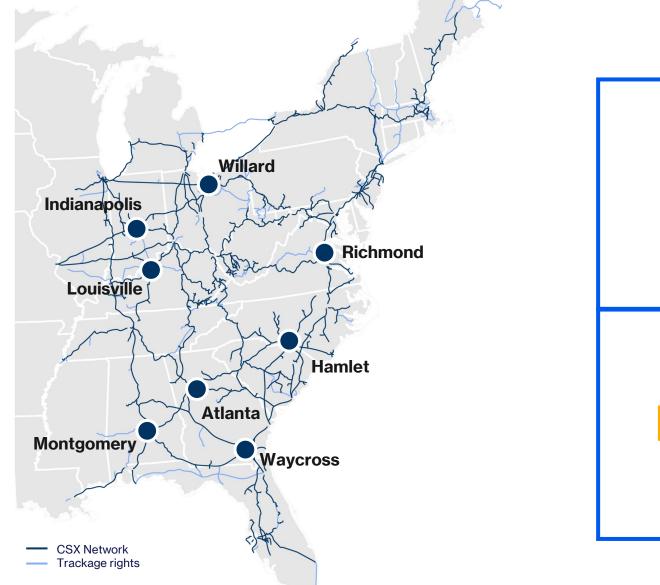
Before After





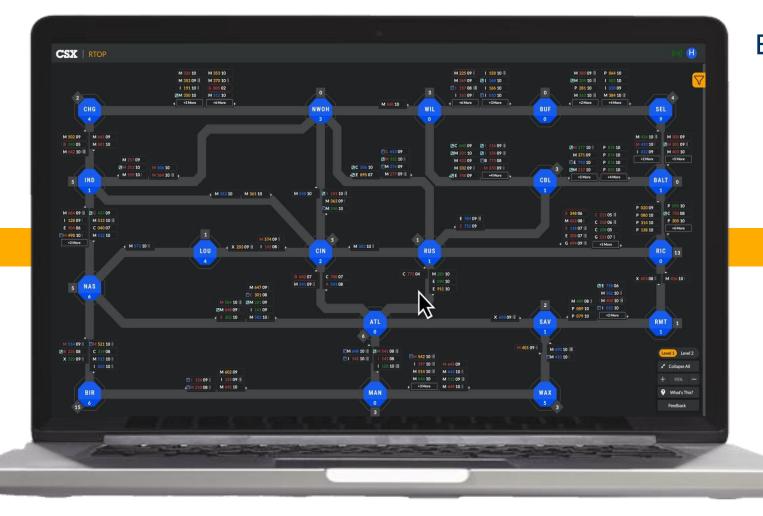
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We can scale these optimization efforts across multiple locations





Enhanced access to real-time data lifts our ability to execute



Enabling data-savvy
leaders to make
quick, fact-based
decisions

Real-time event-driven systems

Streamlined, actionable information Delivering a 'single source of truth'

Enhancing CSX Value Creation

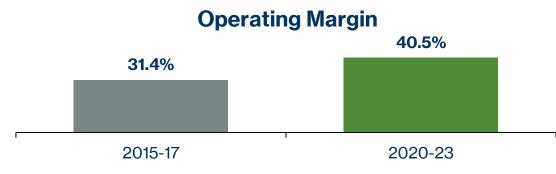
Sean Pelkey
EVP and Chief Financial Officer

CSX delivered and built upon prior targets...

40%
Operating Margin

By 2020

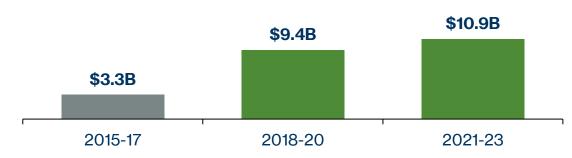




\$8.5B CumulativeFree Cash Flow



Cumulative Free Cash Flow*

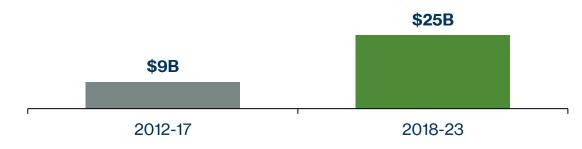


2018-2020



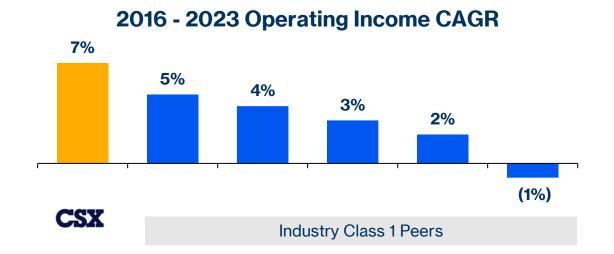






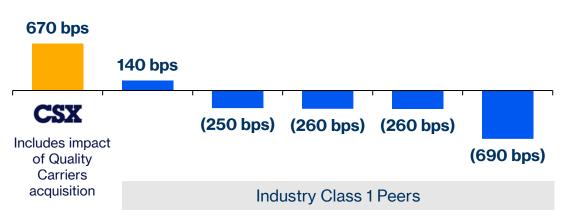
*See Appendix for Non-GAAP reconciliation

...and dramatically outperformed peers over 2016-2023

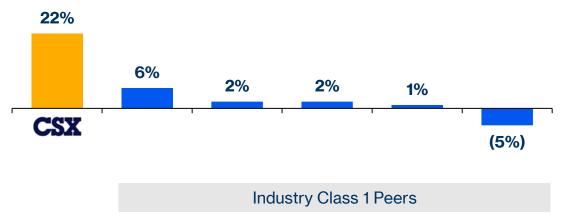




2016 – 2023 Operating Margin Change



2016 - 2023 Free Cash Flow CAGR*

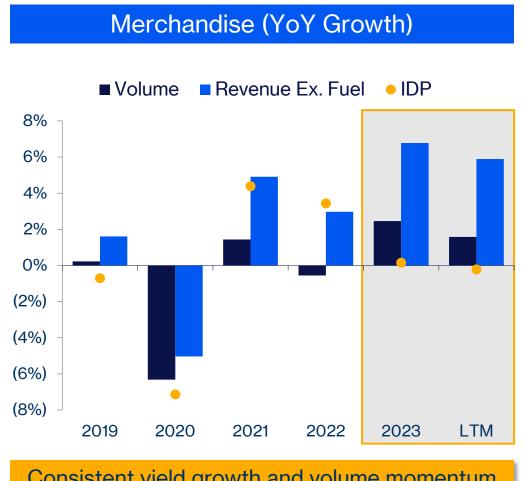


^{*}See Appendix for definition and Non-GAAP reconciliation; base year figures reflect combination of merged entities where applicable

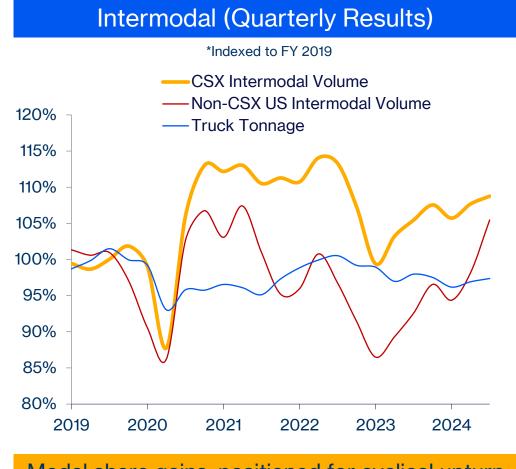
Service and efficiency were key drivers of outperformance



Built a strong foundation for top-line growth







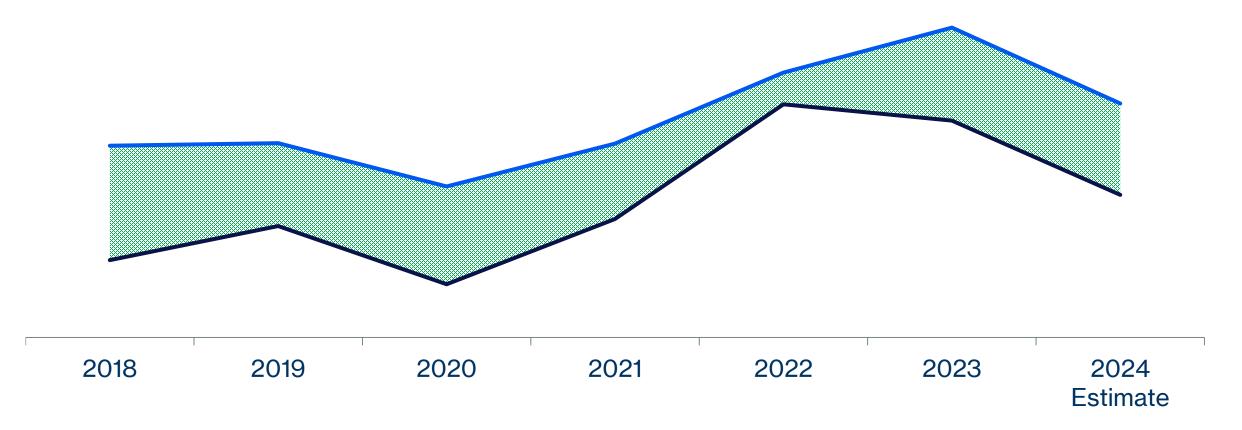
Modal share gains, positioned for cyclical upturn

Note: Truck tonnage based on American Trucking Association monthly tonnage report; Intermodal volume based on AAR data

Business has demonstrated sustained pricing above inflation

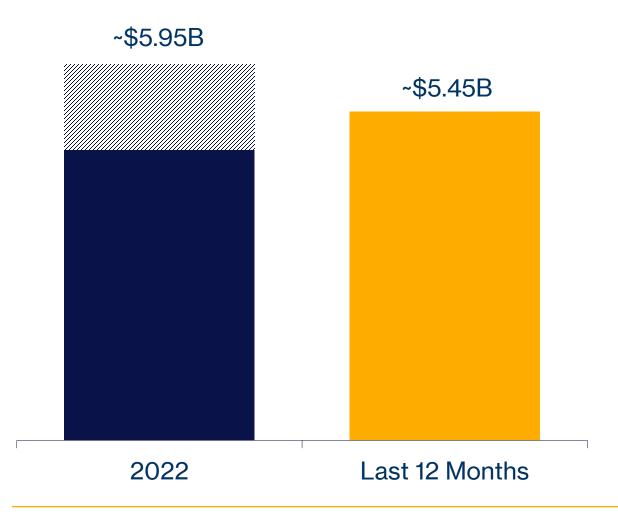
Merchandise and Intermodal Price Dollars vs. CSX Inflation Dollars





Momentum continues despite challenging macro 2023-24

Operating Income



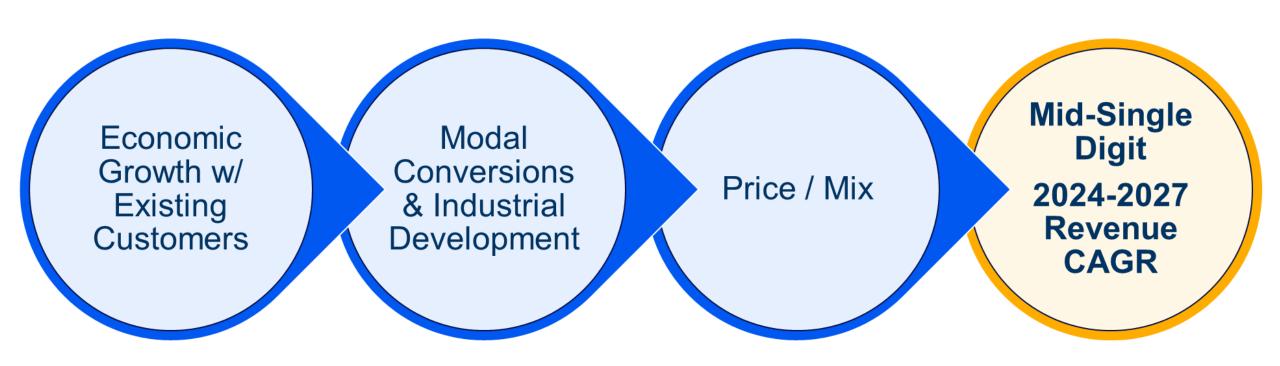
Since 2022, there have been sizeable variances in intermodal storage revenue, export coal pricing, real estate gains, and net fuel

These variances have impacted operating income by over \$900M vs. 2022, relative to a \$500M decline in reported results

Our current performance **reflects momentum** with resources now well positioned for sustained profitable growth

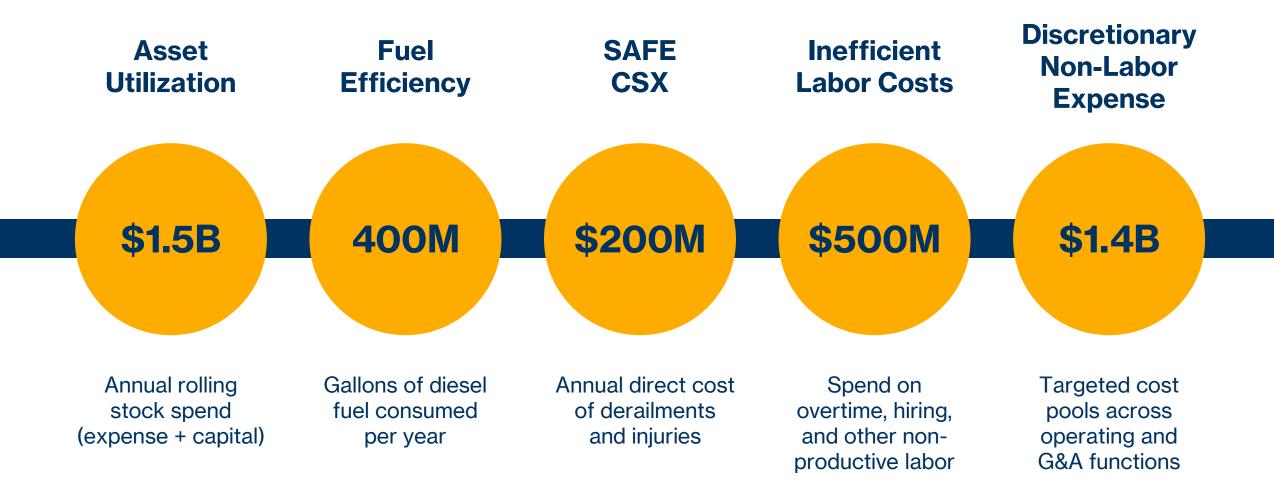
Our Growth Opportunity

Key variables support steady revenue growth

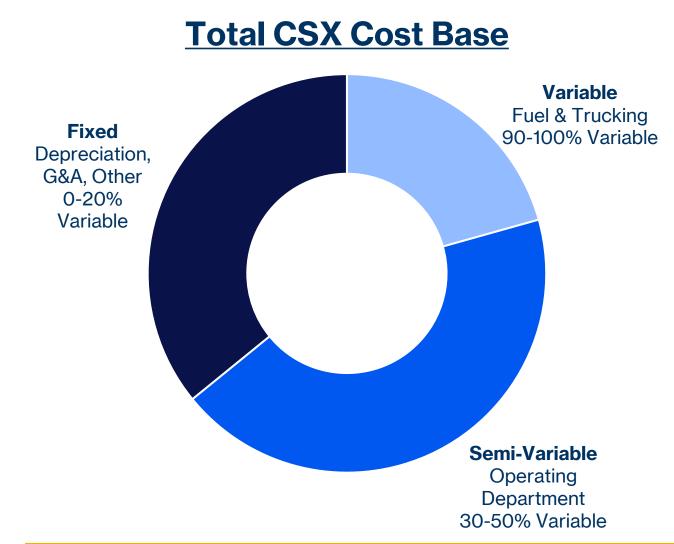


Projections assume stable fuel and export coal prices

Significant opportunities to deliver efficiency gains



Leveraging fixed costs further supports strong incremental margins

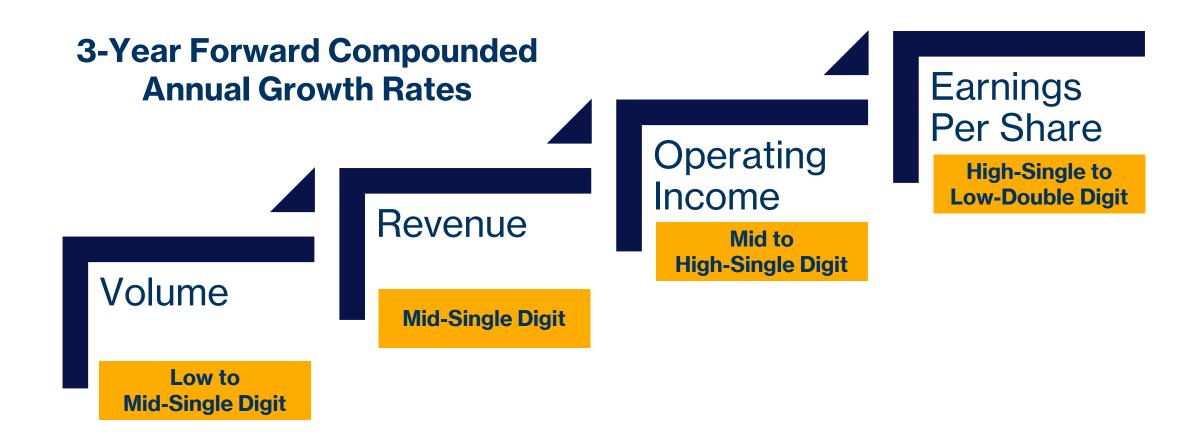


Trains, terminals, other assets and crews have capacity to largely absorb expected growth

Significant opportunities to deliver efficiency gains that help offset inflation

Expect to Deliver Accretive Incremental Margins

Proven model, powerful momentum, profitable growth



Projections assume stable fuel and export coal prices

CSX capital allocation priorities

Network Safety & Reliability

Growth

Shareholder Returns

Efficiently invest in rail assets for the long-term benefit of our employees, customers, communities, and shareholders

Expand into existing capacity and supplement with targeted, returngenerating strategic investments to grow economic profit

Differentiated cash flow and financial flexibility support continuing substantial shareholder distributions

CSX will continue to invest in infrastructure and future growth

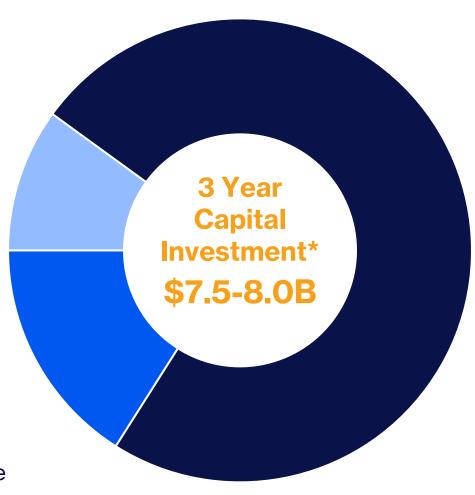
Rolling Stock

Continued locomotive rebuild program and freight car replacement

Strategic

Investment in recent acquisitions
Growing transload footprint
Terminal + network capacity and productivity enhancements

Technology investments in safety, efficiency, and customer experience



Maintenance

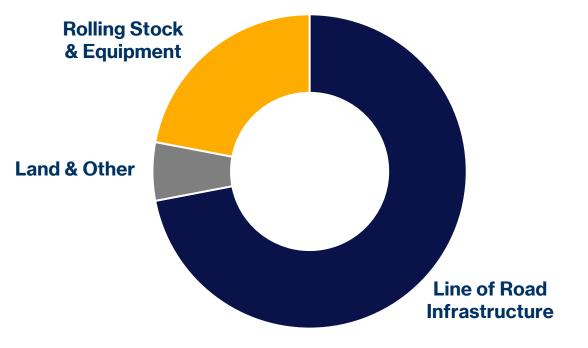
Highest priority on safety and reliability

Increased used of data and advanced analytics to extend asset lives and drive greater efficiency

^{*3} Year projection excludes rebuild investments related to Hurricane Helene

Existing asset base is positioned to absorb growth

\$52 Billion of Gross Assets



Post-2016 actions have unlocked substantial room to grow...

Hardened Infrastructure:

48%

Reduction in track caused derailments

Transformed Operating Model:

18%

Reduction in train miles

~1,300

Reduction in active locomotives

~30K

Reduction in active cars online

Targeted and Proactive Investments:

~350

Modernized locomotives

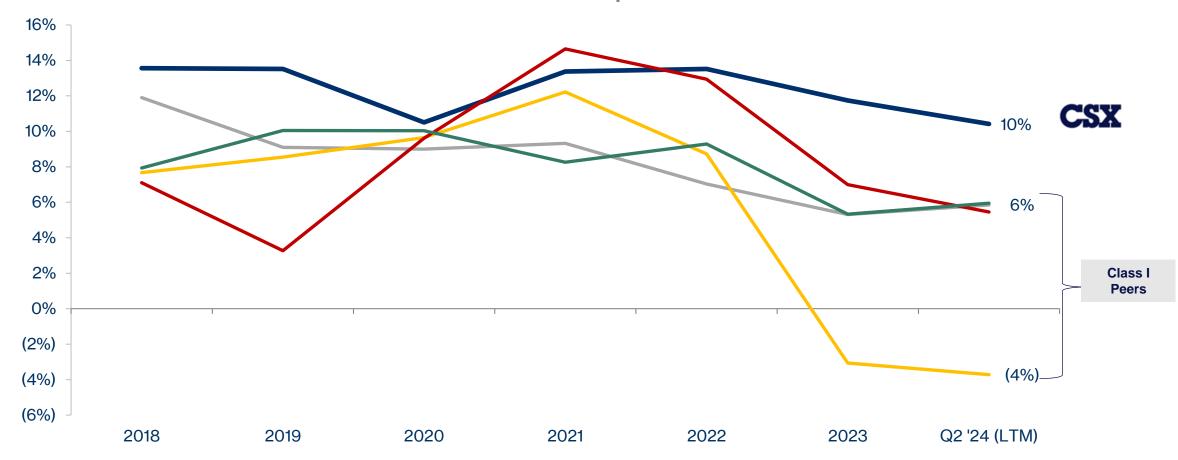
16

Sidings extended to >12K'

CSX's financial flexibility is differentiated

(Retained Cash Flow – CapEx) / Debt

*Retained Cash Flow = Funds From Operations - Dividends



Source: Data points based on proprietary calculation from Moody's

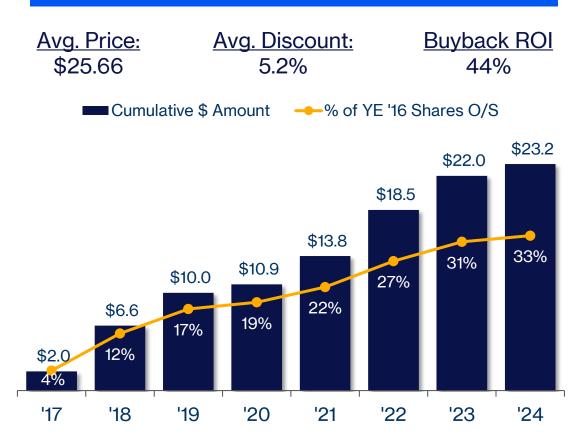
Growth and flexibility will continue to reward shareholders

CSX Annual Dividend per Share Payout

20 Consecutive Years of Dividend Increases



Share Repurchase History (\$B)



Expect continued strong cash generation and shareholder distributions

Note: Share repurchase data through Q3 '24; Buyback ROI calculated using 20-day trailing average closing price as of 9/30/24



Proven Model

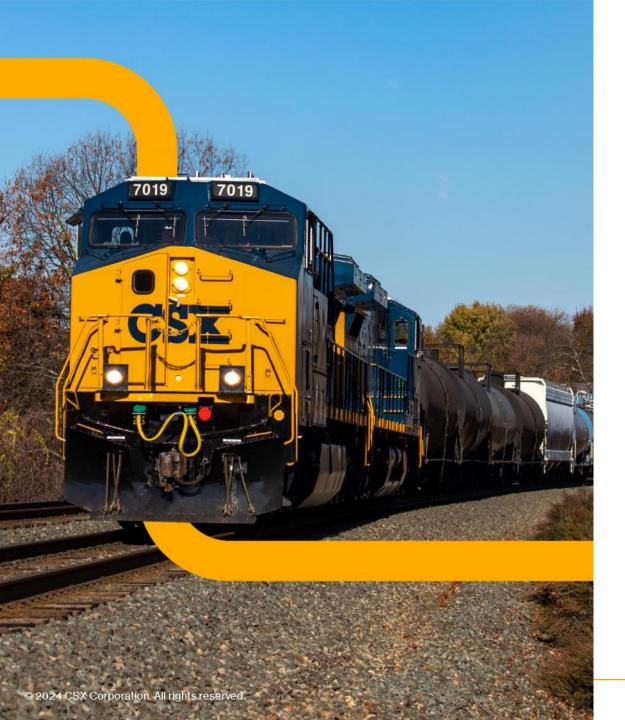
PowerfulMomentum

ProfitableGrowth

Q&A

Continuing Our Energy and Momentum

Joe Hinrichs
Chief Executive Officer and President



CSX takes great pride in our recent accomplishments

- Established safety, customer service, and employee engagement (ONE CSX) as key priorities
- Strengthened our proven, efficient, and flexible operating model
- Delivered reliable, industry-leading service performance, creating powerful commercial momentum
- Achieved **consistently profitable financial results** through rapidly changing market conditions

Our powerful momentum is carrying us forward

- Driving greater operational productivity, improved service, and ample capacity
- Executing on diverse growth opportunities through expanded network reach, closer customer partnerships, and active industrial development efforts
- Maintaining key emphasis on profitability, capital discipline, and shareholder returns
- Accelerating use of technology to facilitate even safer, more effective performance across our network





Proven Model

PowerfulMomentum

ProfitableGrowth



Appendix

Non-GAAP Free Cash Flow Reconciliation

Free Cash Flow

Dollars in millions	2015	2016	2017	2018	2019	2020 ^(a)	2021 ^(a)	2022 ^(a)	2023 ^(a)
Net Cash Provided by Operating Activities	\$ 3,370	\$ 3,041	\$ 3,472	\$ 4,641	\$ 4,850	\$ 4,238	\$ 5,022	\$ 5,526	\$ 5,514
Property Additions	(2,562)	(2,398)	(2,040)	(1,745)	(1,657)	(1,623)	(1,764)	(2,113)	(2,257)
Proceeds and Advances from Property Dispositions	147	195	97	319	254	78	579	294	88
Free Cash Flow Before Dividends (non-GAAP)	\$ 955	\$ 838	\$ 1,529	\$ 3,215	\$ 3,447	\$ 2,693	\$ 3,837	\$ 3,707	\$ 3,345

⁽a) Reflects adjustment of prior period financial statements; see form 10-Q for details

Executive Train and Waycross Site Visit Presentations



CSX Investor Day 2024

Thursday, November 7, 2024

Executive Train & Rice Yard, Waycross, GA

Enabling Growth Through Technology

Steve Fortune

EVP and Chief Digital and Technology Officer

Dave Rich

VP, IT Strategy, Infrastructure, and Governance

Forward Looking Disclosure

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ONE CSX

Technology Value Drivers



Safety at the Forefront

Digital eyes to maintain a safer railroad & community



Customer Centricity

An engaging, connected and highly visible experience



Consistent **Dependable Service**

An optimized, automated network of reliable assets



Employees

The right person with the right tools at the right time



An Energy Transition

A suite of eco-friendly power options to reduce emissions

Igniting creativity to deliver cutting edge solutions for our customers, employees and the communities we serve



Al-Powered Real-Time Partner with Exit Datacenter & Enter Cloud Data **Analysis Providers**

TRANSFORMATION

Shifting to the cloud empowers IT and the Railroad Partnership with strategic providers changes the game Real-time information drives operations / customer experience Data centralization powered by AI enables greater insights

INNOVATION

I ab

Feasibility

Study



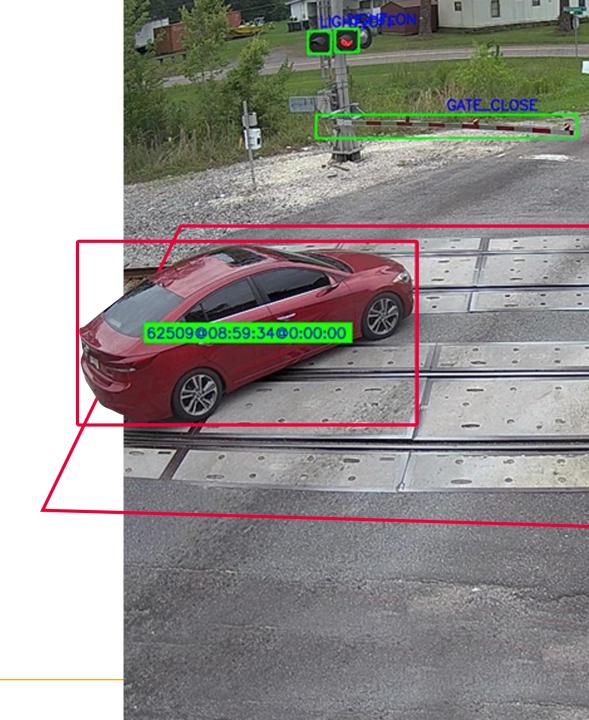
Safety is at the forefront of everything we do at CSX

Innovating for employee and community safety is paramount

Reducing risks by leveraging the power of machine learning

Utilizing edge computing for unparalleled speed and automation

Driving efficiency by transforming problem spotters into problem solvers





Customer Centricity: The Key to Growth





Joint IT engagements lead to improved integrations featuring Web, Mobile, and Generative AI interactions



Driver Experience

Streamlined driver experience leveraging AI to speed up terminal operations

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Consistent Dependable Service

Real-time data powers insights that **drive** operational efficiencies

Informed employees lead to higher productivity and compliance

Cloud platforms and data convergence will **unlock efficiencies**

Advances in Al and vision systems **enable innovation**

Empowered Employees

Enhanced tools aimed at driving excitement, improving retention

Tailored experiences leading to workflow improvements

Applications garnering interest of partner railroads

Built-in feedback feature to allow field to **share** innovative ideas





Art of the Possible with the Power of the Cloud



Data Insights

Layers of improvements combine to create large advances, and now IT is delivering at a pace previously not possible

As cloud abilities advance, CSX advances with them



Speed of Business

Al and continuously optimized operations allow for growth. This modern approach prepares CSX for the demands of tomorrow

Tech industry partnerships lead to future innovation

Designing Customer Service

Shannon Baker

Head of Customer Solutions

Chantel Goutcher

General Manager, Service Design

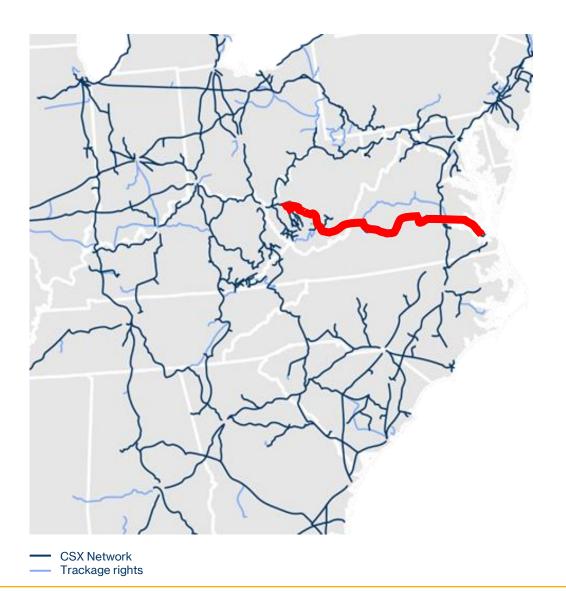
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Unit Train Design



One origin, one destination, one commodity

Unit trains are 'unscheduled' traffic that do not operate on a consistent schedule

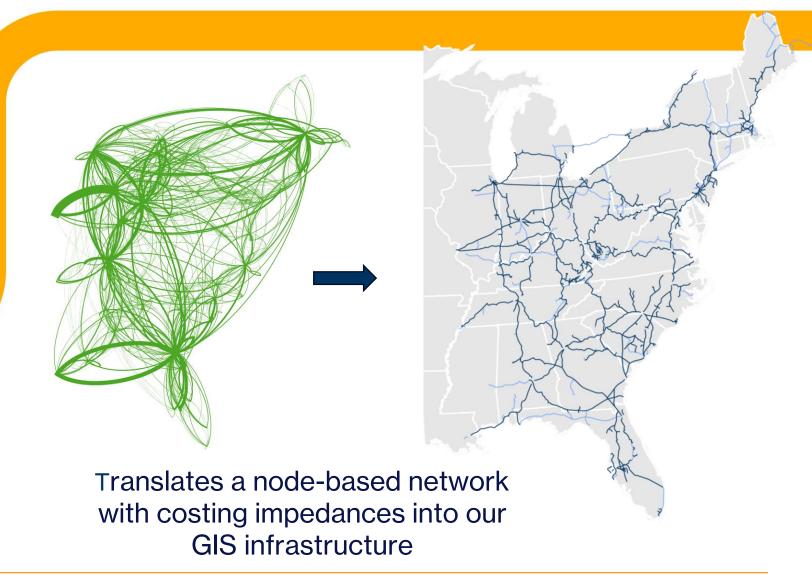
Align power and crews **into existing capacity**

Network Based Classing supports Auto and Merchandise Design

Lowest cost route based on mileage and handlings

Considers shipment and network **attributes** for routing

Adaptive & responsive to network changes

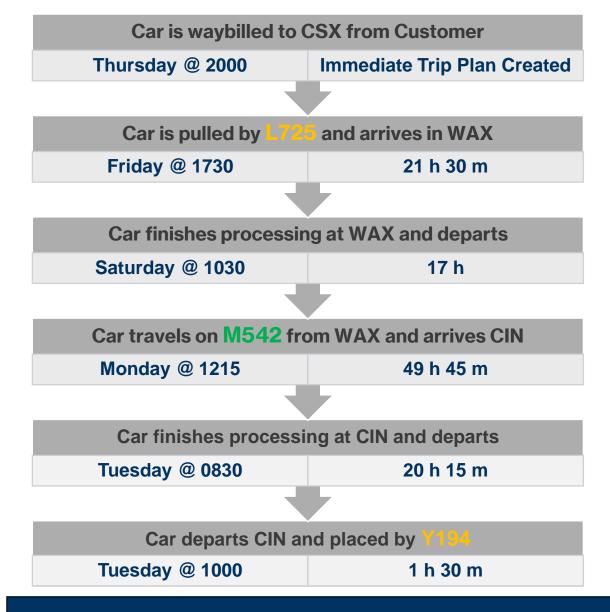


Merchandise Trip Plan Example



CSX Network

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Direct Route - 945 miles - 4.5 days - 2 handlings

Trackage rights

NETWORK CAPABILITY



ASSET AVAILABILITY

Operating Efficient Intermodal Terminals

Carrie Crozier
VP, Intermodal Operations

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CSX Intermodal Terminals

A robust network reaches more than twothirds of the U.S. population

Strategic investments in our terminals have CSX positioned well for future growth

Atlanta Fairburn

2nd largest terminal in the CSX network with large footprint and room for growth

Historically beset with inconsistent service and long drayage driver wait times

Positive Impact YTD

Wait times **down**Yard throughput **up**





Equipment Optimization

Homogenized equipment with fewer suppliers

Aligned equipment to improve inventory, maintenance, and operations

In the past few months, we've reduced the fleet size by nearly 20%

Investing in Our People

- Safety is more than a checkbox it's a core value
- Meaningful, respectful relationships with our unionized colleagues
- Developing the next generation through our Terminal Operations Supervisor Program
- Integrated working groups to identify opportunities



Rice Yard Waycross, GA

Arthur Clark Superintendent

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Operating Infrastructure

12 receiving tracks (1500 car capacity)

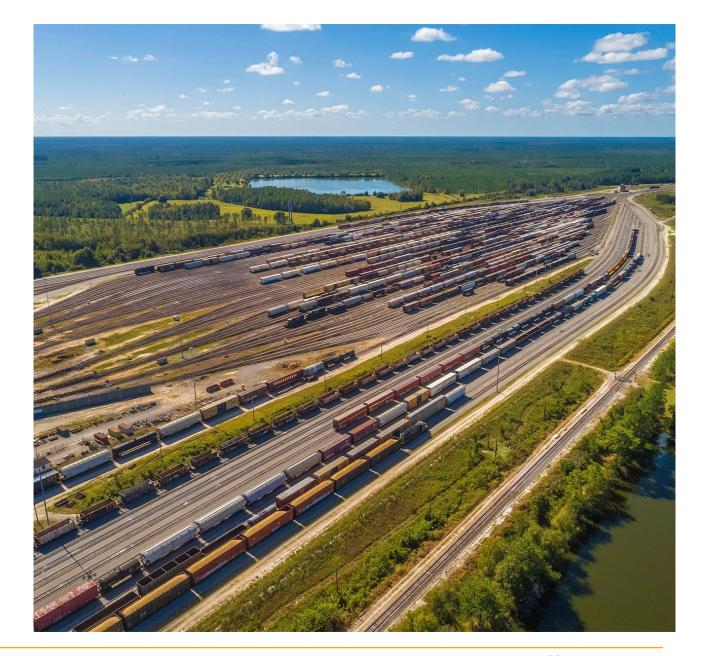
Two Hump Leads (North/South)

8 Groups in the bowl / 64 bowl tracks

14 Departure Tracks

10 Track Local Yard

Largest Locomotive repair facility & Freight Car shop on the network



Productivity

> Transportation Personnel

10 Transportation employees/shift

Two Yardmasters (A/B Tower) assignments/shift

Eight first line supervisors on a shift rotation

> Engineering & Mechanical Personnel

Engineering: 3-8 Signal employees/shift + 21 Track employees on roster

Mechanical: 35 Locomotive and 30 Car employees/shift



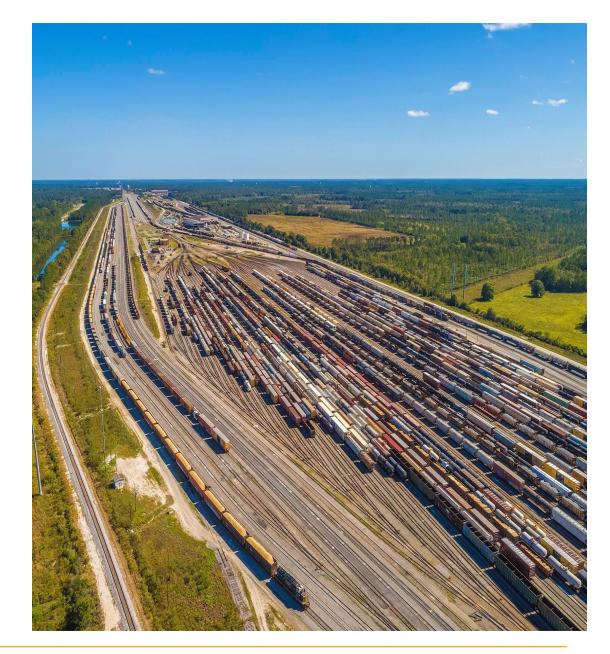
~3,000 cars processed per day



>250 locos serviced per week



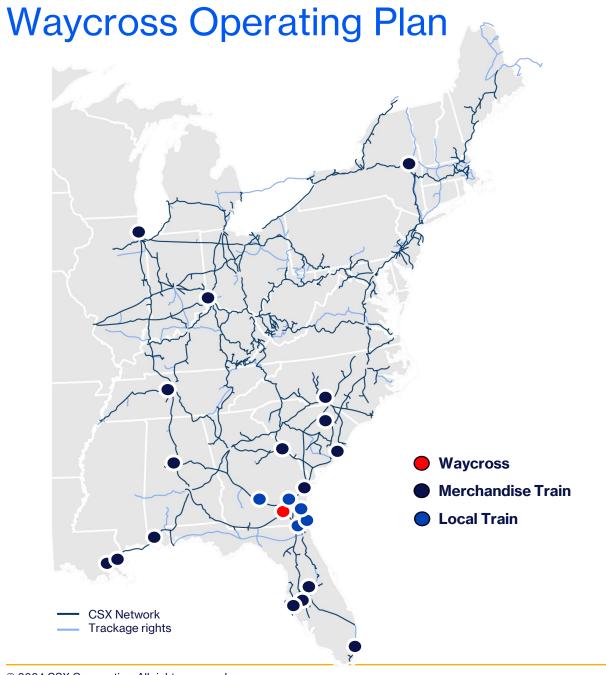
135 miles of track maintained



Hump Performance

- > Train Yard Tech (TYT) software system
- Currently operate with a fixed hump speed of 2.5 MPH (15% speed increase YoY)
- Time between cuts 8 minutes (continuously monitored)
- Since 2021, misroutes have decreased from 4/1000 cars to 2/1000 car (one misroute = 15 min of incremental handling)





Train	Depart Time	Class Name		
L744	0145	BRUNSWICK, GA		
M453	0200	MIAMI, FL		
M400	0300	FLORENCE, SC		
M648	0700	CHICAGO, IL		
L725	0730	JESUP, GA		
M605	0800	NEW ORLEANS, LA (UP)		
M650	0900	MOBILE, AL		
M492	1000	HAMLET, NC		
M542	1030	CINCINNATI, OH		
L738	1145	FITZGERALD, GA		
L795	1200	JACKSONVILLE, FL		
M690	1200	SAVANNAH, GA		
M514	1300	NASHVILLE, TN		
M603	1400	LAKELAND, FL		
M410	1500	SELKIRK, NY		
M601	1500	NEW ORLEANS, LA (CN)		
M646	1600	BIRMINGHAM, AL		
M441	1800	TAMPA, FL		
M692	2100	AUGUSTA, GA		
M457	2200	ORLANDO, FL		
L796	2359	YULEE, FL		
M494	2359	CHARLESTON, SC		

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Future State

Getting More Out of Rice Yard

- > Targeting 3,300 cars / day
 - Continuous improvement in hump speeds
 - Departure yard and bowl pull out speeds from 10 MPH to 15 MPH
 - Surge Switching Plan





Proven Model

PowerfulMomentum

ProfitableGrowth