



BUILDING AMERICA®

Oct. 4, 2018

Rail Energy Transportation Advisory Committee Meeting

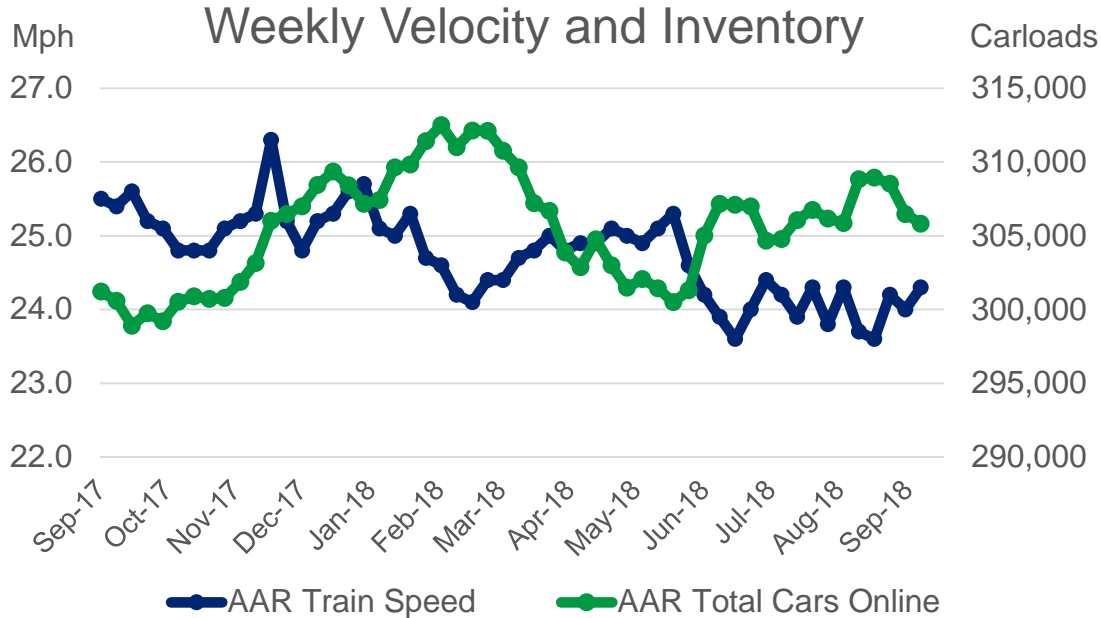
Unified Plan 2020

Kenny Rocker

Executive Vice President – M&S

Network Performance

Not Meeting Expectations



Network congestion

Unforeseen service interruptions and lack of resources

Negative impact to customer service

Drove impetus for change

Unified Plan 2020

Objectives

- Simplify Business Model for Greater **Reliability**
- Drive to Greater Operating Efficiency
 - Moving from Train Focus to a **Car** Focus
 - Blending Service Networks
 - Balancing Resources
- Develop Plan with and by Those Closest to the Work
- Communicate Proactively with Customers



Safety



More **Reliable** Service



Joint **Productivity** Gains

Unified Plan 2020

What Customers Can Expect



- Focus on Moving Cars
- Minimized Car Dwell
- More Reliable and Predictable Service
- Improved Availability of Crews and Locomotives
- Potential for Improved Customer Asset Utilization
- Direct Communication in Advance of Changes



Unified Plan 2020

Proactive Customer Engagement



Customer Transit Time Impact Example:

Shipper	Origin	Destination	Volume Impact	New Transit Avg Days	Transit Days Chg
A Company	Yard Center, IL	Laredo, TX	400	3.0	-0.8
B Company	Salem, IL	Mont Belvieu, TX	125	5.9	-2.3
C Company	St. Paul, MN	Dittlinger, TX	30	11.1	-0.8
D Company	Glenn Yard, IL	Little Rock, AR	30	5.8	-0.9

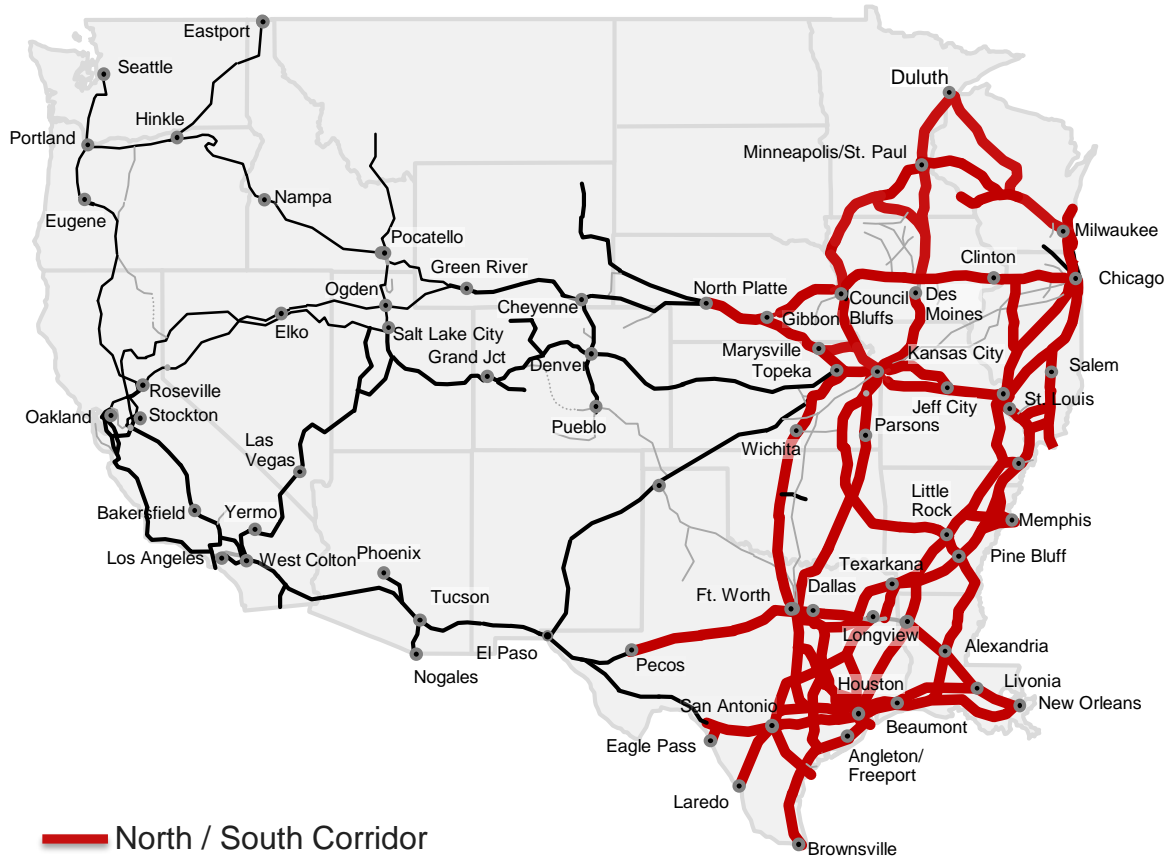
- **88%** of Lanes* impacted by +/-24 hours or less
- Impacted customers will be notified **prior** to change

Customer Local Service Impact Example:

Shipper / Receiver	Pick Up Or Delivery Location	Current Days of Week Service	Proposed Days of Week Service
A Company	Nashville, AR	5 (M-T-W-T-F)	7 (S-M-T-W-T-F-S)
B Company	Salt Lake City, UT	3 (S-T-T)	3 (M-W-F)
C Company	Wichita, KS	3 (M-W-S)	2 (M-W)

- New plan enables **reliability** improvement

*Represents the first phase of implementation on the North / South corridor



Unified Plan 2020

Phase 1 on North / South
Corridor Beginning
Oct. 1, 2018

Further Roll Out Will Occur in
Phases Across Network

Initial Implementation of
Entire Network
Expected by 2020



Summary

Excited about Unified
Plan 2020

Committed to Safe,
Reliable, and Efficient
Service

Established
Communication
Cadence to Customers

