

## **STB SERVICE METRICS AND ASSOCIATED CN METHODOLOGY**

### **1. Weekly Average Train Speed by Train Type**

- *Industry train speed used (as submitted to the AAR)*
- *Includes all CN mainline trains (excludes locals and road switchers).*
- *Includes all train time except for time spent at crew change locations.*
- *Reported by train type (Manifest 200-400 series, I/M 100 series, Grain G800 series, Coal C700, Crude Oil (specific train ids) and ethanol (specific train ids)).*

### **2. Weekly Average Dwell for our 10 largest US terminals**

- *Industry dwell used (same as used for AAR performance report)*
- *The ten terminals selected for the report are those which have the largest number of cars processed (YTD Oct 19<sup>th</sup> 2014). This same list of stations will be reported each week.*
- *Average elapsed time from entry to exit of cars processed at major terminals (excludes cars on through trains).*
- *Entry events include train arrival, interchange receipt and customer release.*
- *Exit events include train departure, interchange delivery and first placement.*
- *Excludes cars placed into hold or bad order.*

### **3. Total Cars On-line by Car Type (8 car types and Total)**

- *Uses snap shot of active cars on-line at 0400 ET Sunday.*
- *Active cars include cars on trains, in yards and at customer.*
- *Includes CN owned and leased, private equipment and foreign equipment on-line.*
- *Excludes cars that are in heavy bad order, dismantlers, OCS cars and stored cars.*

### **4. Weekly Average Dwell at Origin for Unit Train Shipments (grain, coal, auto, crude, ethanol and other unit trains)**

- *Average time for cars in normal status measured from customer release to train departure.*
- *Limited to B, C, G, S, U trains with more than 70 cars with same origin and destination*
  - *(B-Potash, C-Coal, G-Grain, S-Sulphur and U-Other Unit trains – Crude/Ethanol).*
- *Release and train departure station must be the same.*

### **5. Weekly Trains Held Short of Destination**

- *Count of mainline trains that arrived a destination station in the USA more than six hour late, with a delay of over 6 hrs at a station while enroute.*
- *Delays are broken down by cause (Crew, Power, Track Maintenance, Mechanical, Congestion, etc.).*

### **6. Cars Unmoved for Over 120 hrs, and 48-120 hours**

- *Cars in normal status in a yard, or tendered to CN on a customer track, that have not moved in over 48 or 120 hrs. Data is sourced from CN's over 32-hour car report.*
- *Excludes cars that are placed at a customer, stored, in heavy bad order status, dismantlers and OCS cars.*
- *A car will count once per week, in one bucket. If a car dwells for more than 120 hrs, it will shift to the 120 hr grouping.*

### **7. Weekly Total Grain Cars Loaded and Billed, by State and Aggregated by STCC**

- *Cars measured on train departure event (to determine if in Shuttle or regular service) with specific commodities (STCC), preceded by a release event.*
- *State is based on the station where the release event took place.*

**8. Running Total Number and Average Days Late for Outstanding Grain Car Orders; Total New Car Orders, Filled and Cancelled During Past Week**

- *Includes CN System-controlled cars only.*
- *CN orders do not differentiate soybean meal from other commodities, therefore total includes cars ordered, and later loaded with soybean meal as well as specified grain commodities.*
- *Reservation (Pool) orders are taken at 13:00 Thursday, and have 10 days to spot from want date.*
- *Lottery (Auction) orders are taken at 13:00 Thursday, and have 7 days to spot from the want date.*
- *Open System (General / Processor) orders are taken at 13:00 Thursday, and have 30 days to spot.*
- *An order is considered to be overdue, late, if a car has not been supplied in the timeframes outlined above.*

**9. Plan vs. Performance for Grain Shuttle**

- *Target cycles are for Premium Service Trains (PST trains), which have committed cycle times.*
- *A cycle includes the loaded transit, from loaded release or interchange receipt to place for unloading, plus the empty move from release empty to spot for loading or interchange delivery. Customer time for loading and unloading is excluded from the target and measure.*
- *Actual average cycle is compared against target for trains completing a cycle the previous week.*
- *A cycle is on-time if completed in less time than the target for the lane.*

**10. Average Daily Coal Unit Train Loadings vs. Plan**

- *Marketing forecast, adjusted for significant customer issues, is used to establish the plan.*
- *Loading plan and loading average expressed in cars per day.*
- *Loading count includes cars loaded and handled on a 'C' (coal) train out of origin for the three mines on CN.*