



NORFOLK SOUTHERN
One line, infinite possibilities.

Second Quarter 2011 Results

Mark Manion

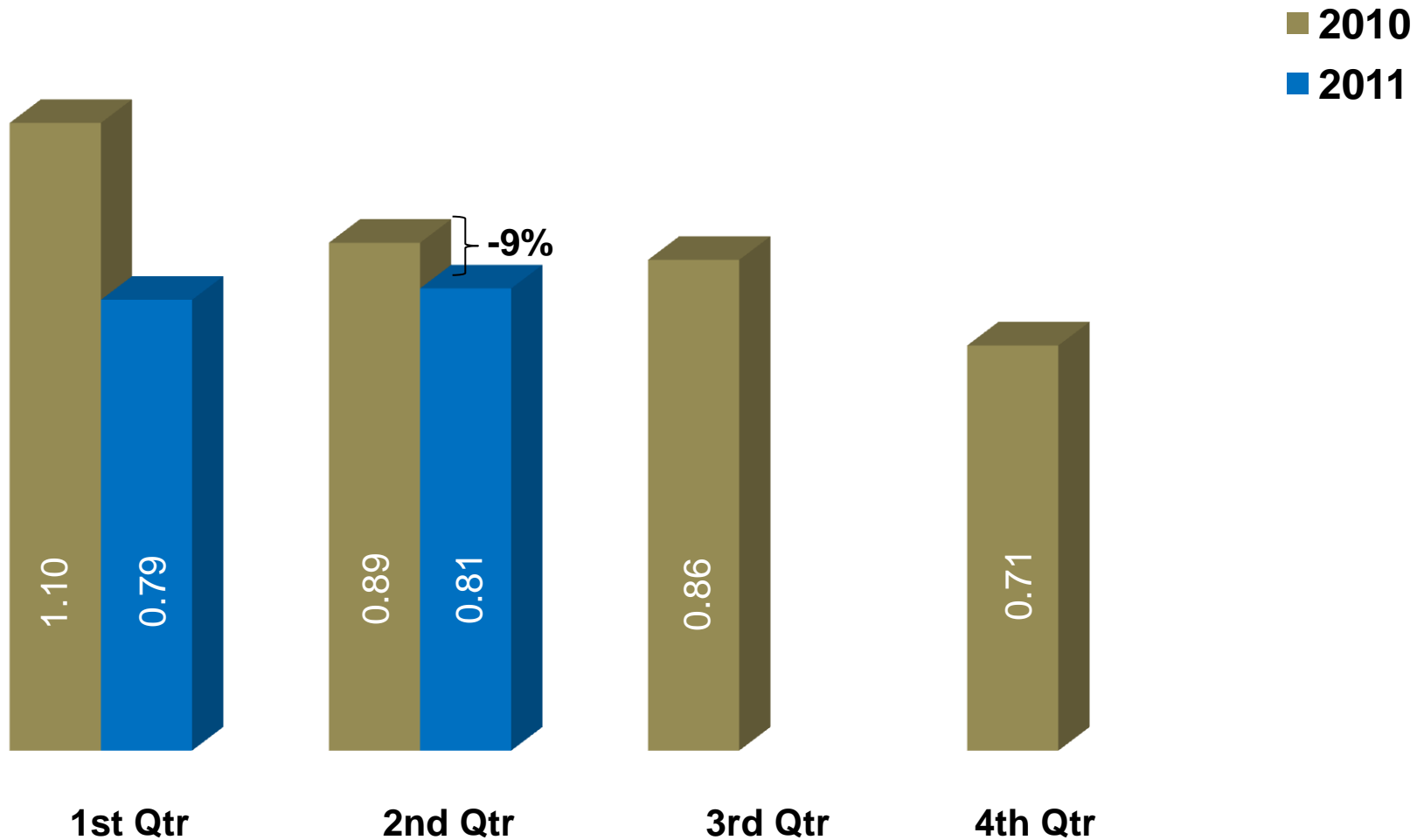
Executive Vice President

and Chief Operating Officer

Quarterly Safety Performance

By Quarters 2010 - 2011

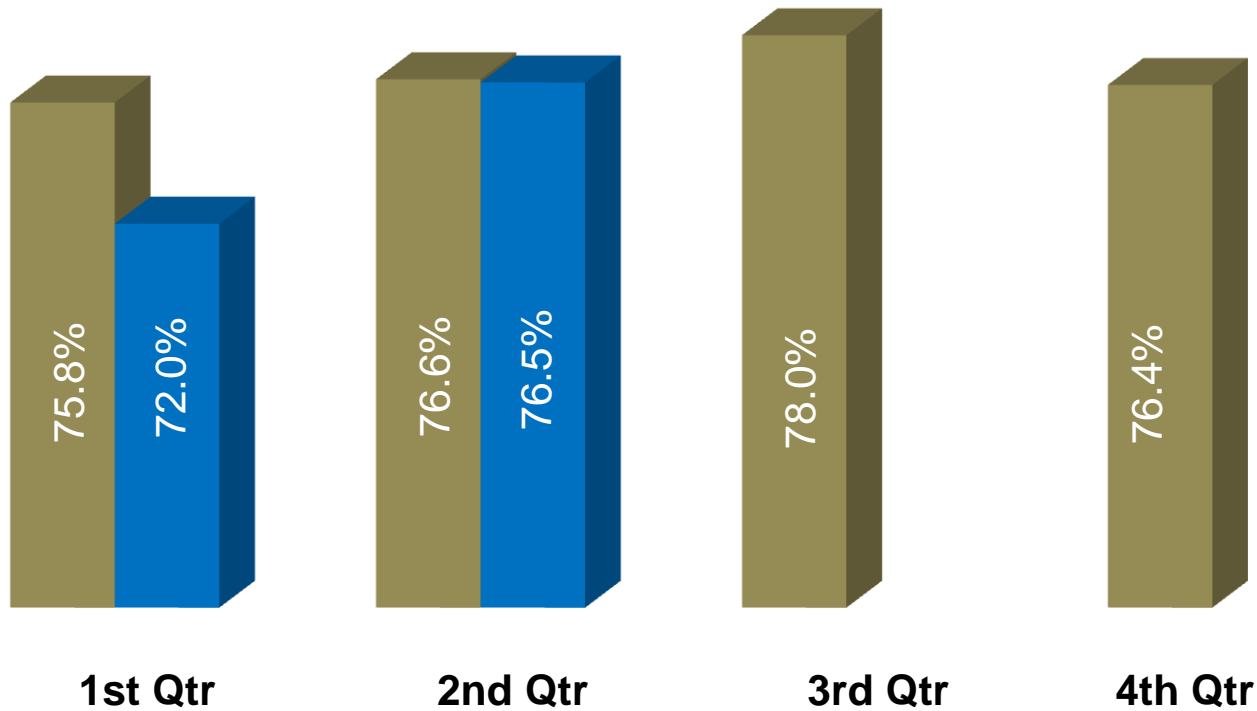
(Injury Ratio per 200,000 Employee-Hours)



Composite Service Performance

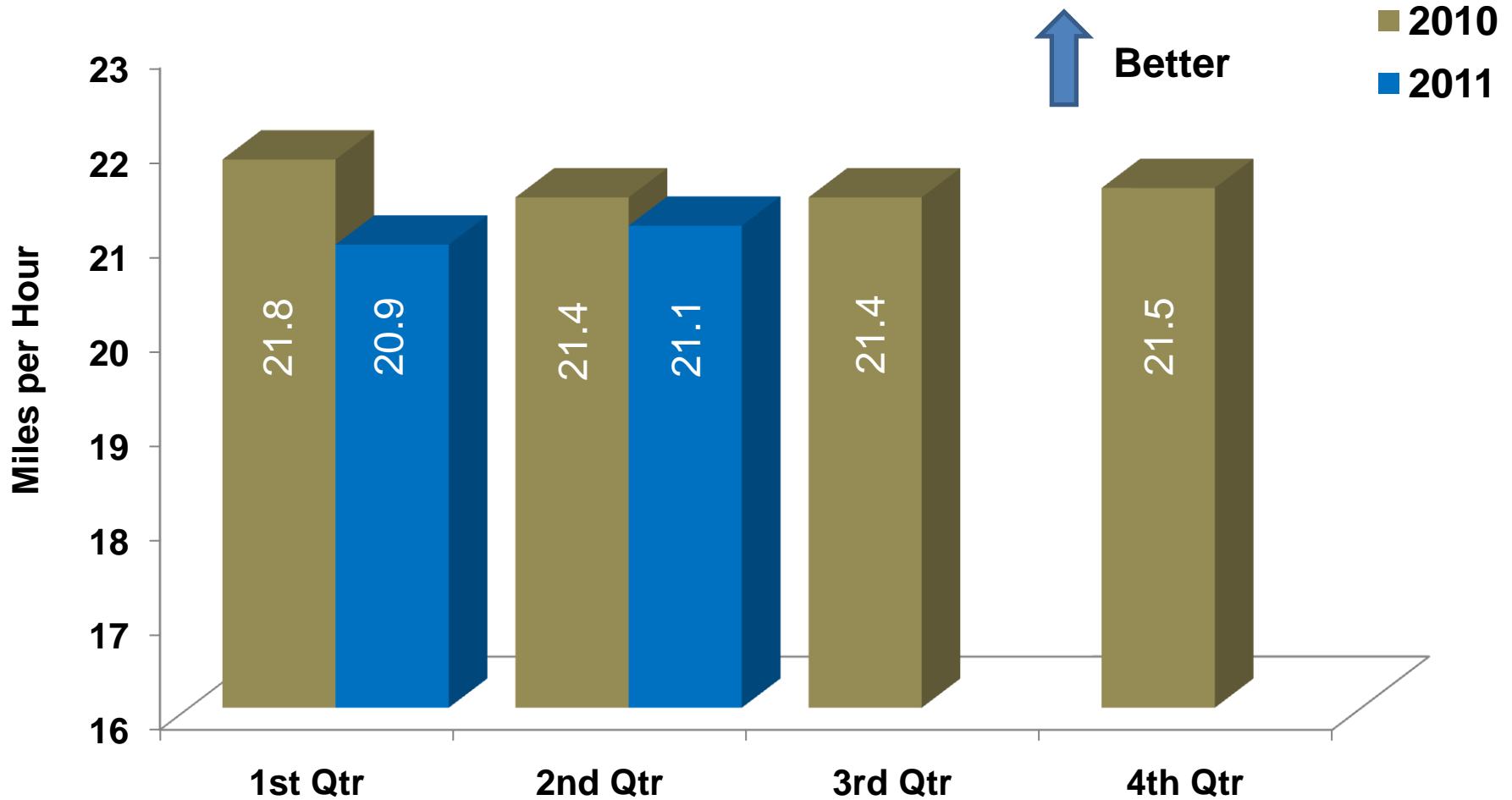
By Quarters 2010 – 2011

■ 2010
■ 2011



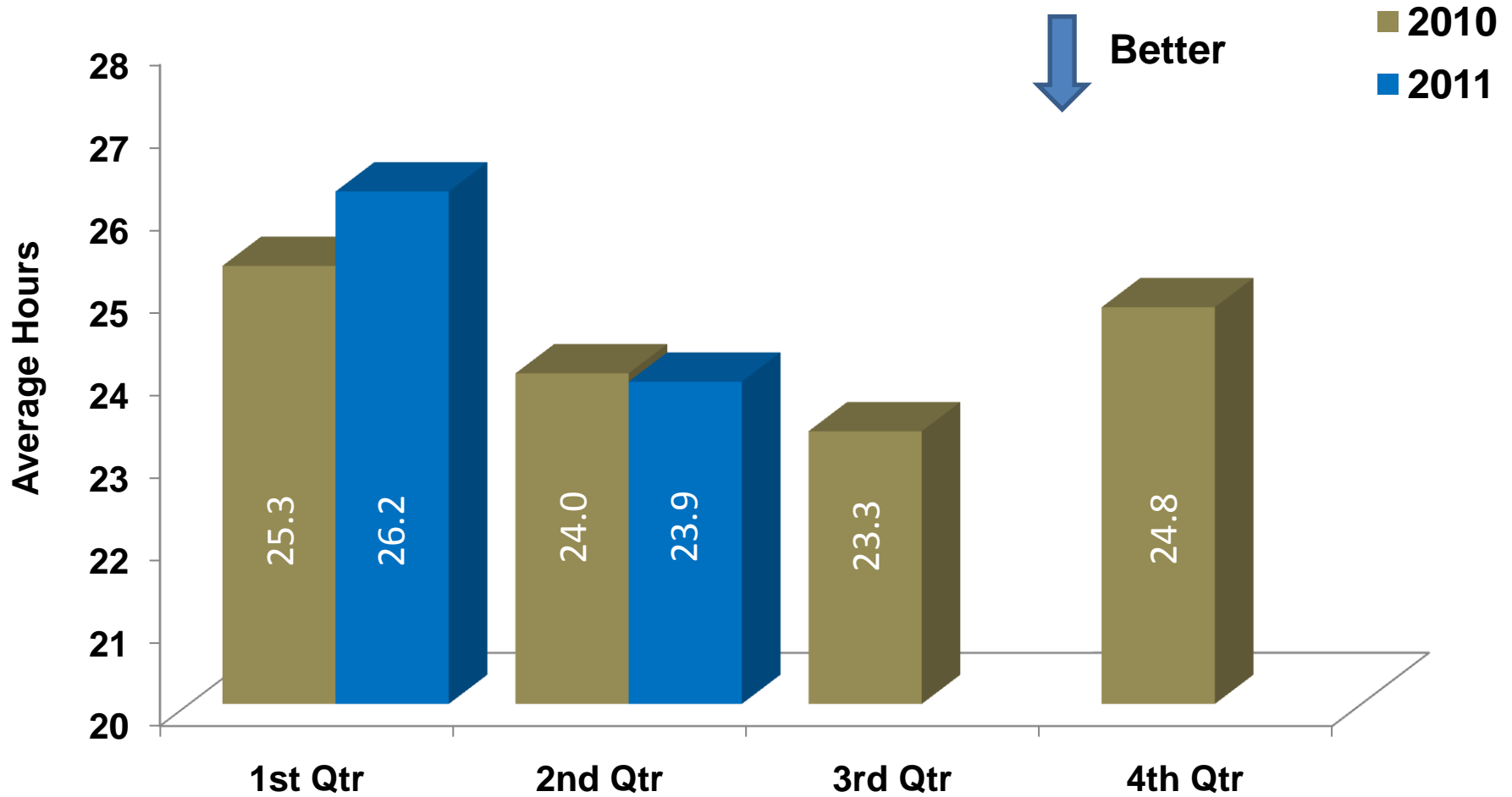
Train Speed

By Quarters 2010 – 2011



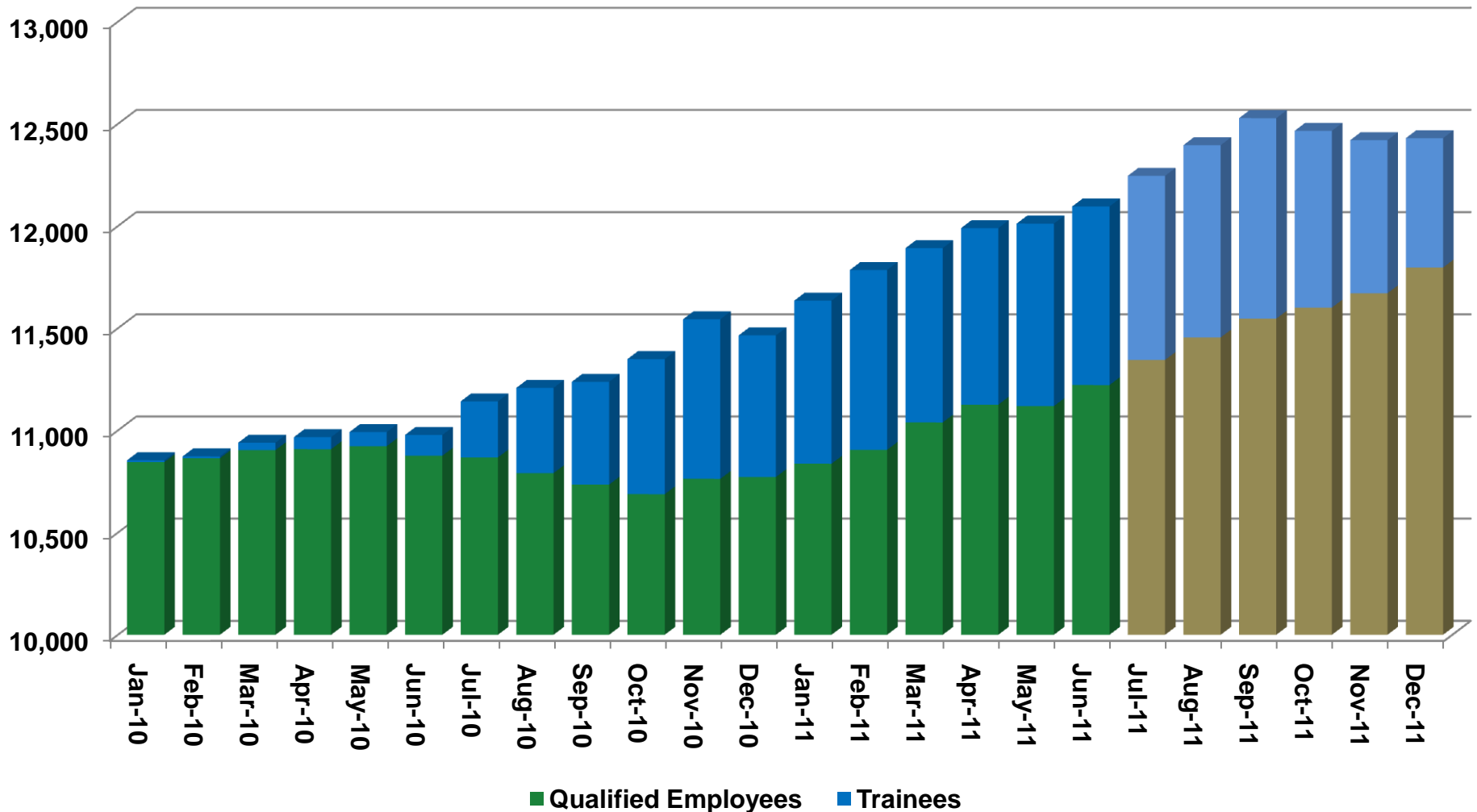
Terminal Dwell

By Quarters 2010 - 2011



Manpower Planning Model

Total Qualified T&E plus Trainees



Productivity Scorecard

Second Quarter - 2011 vs. 2010

