



# First Quarter 2011 Results

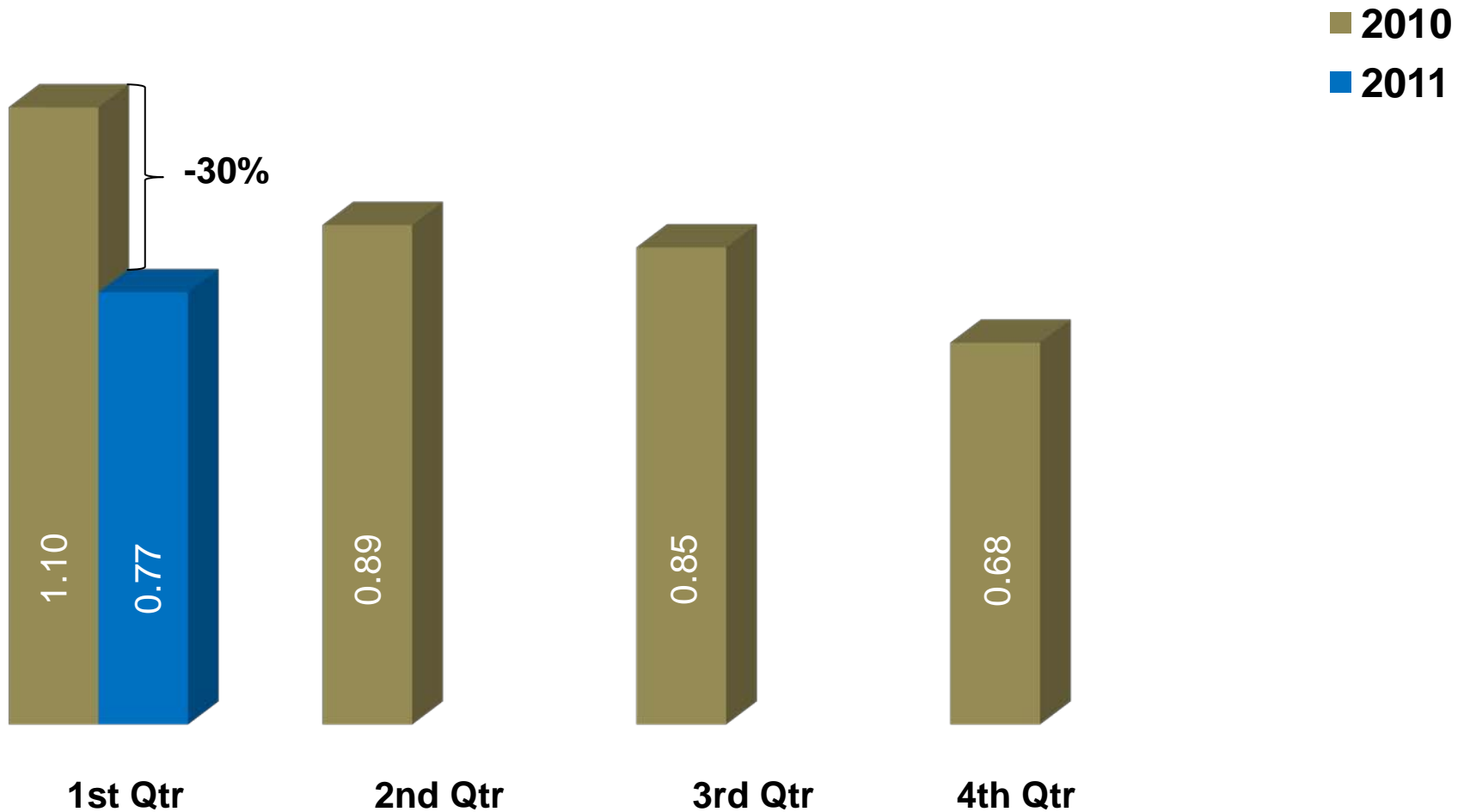
Mark Manion  
Executive Vice President  
And Chief Operating Officer



# Quarterly Safety Performance

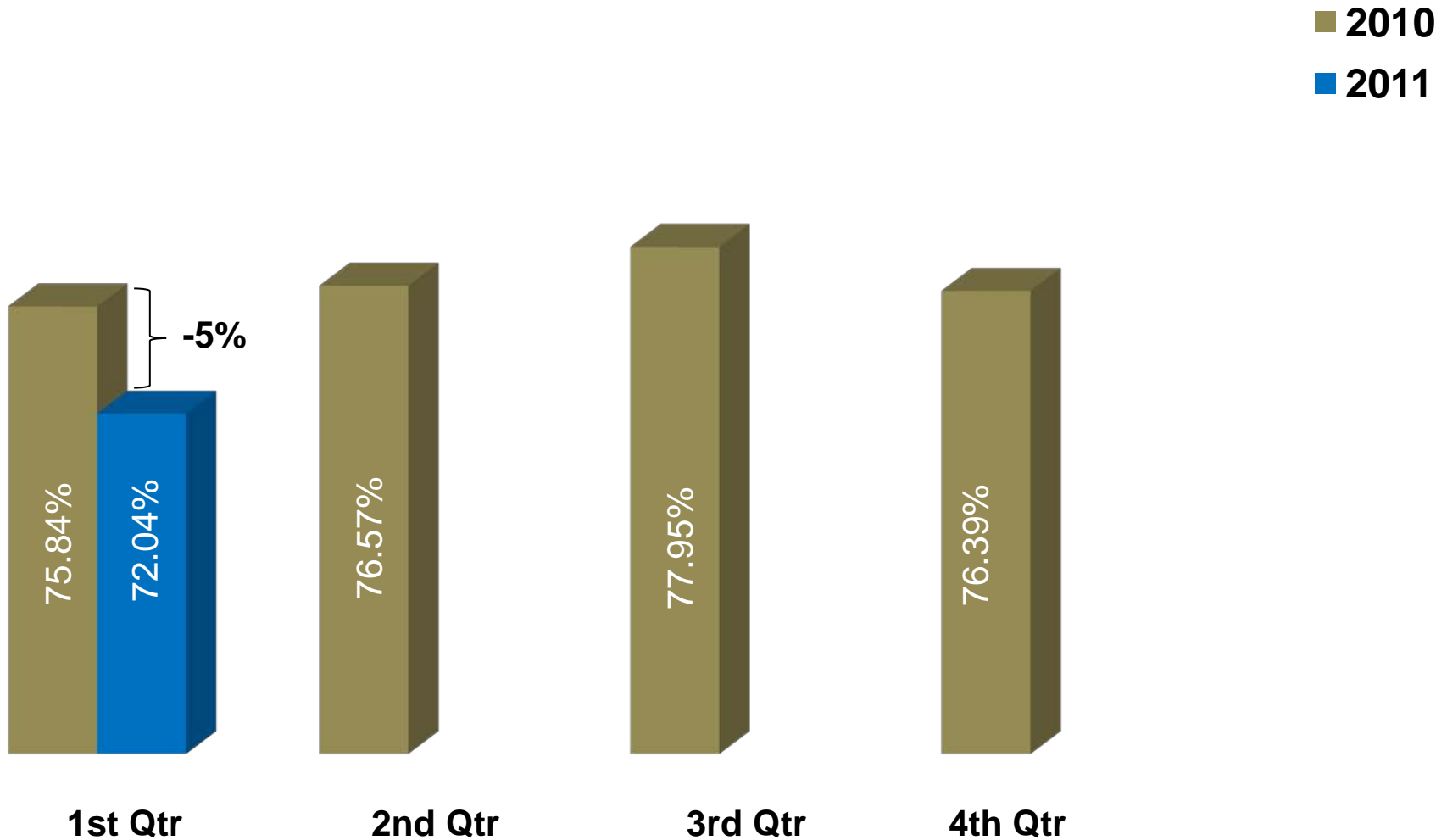
## By Quarters 2010 - 2011

(Injury Ratio per 200,000 Employee-Hours)



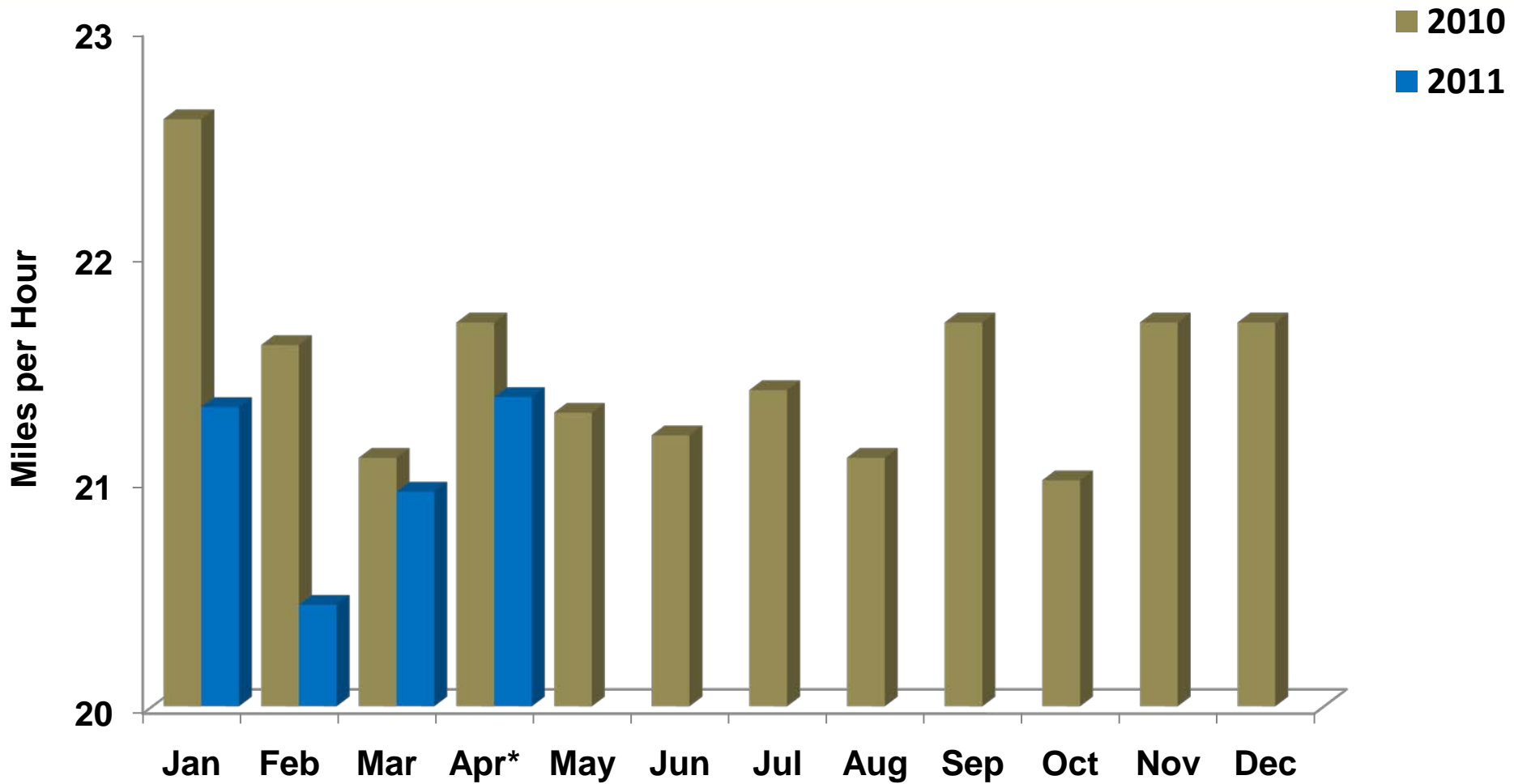
# Composite Service Performance

By Quarters 2010 - 2011



# Train Speed

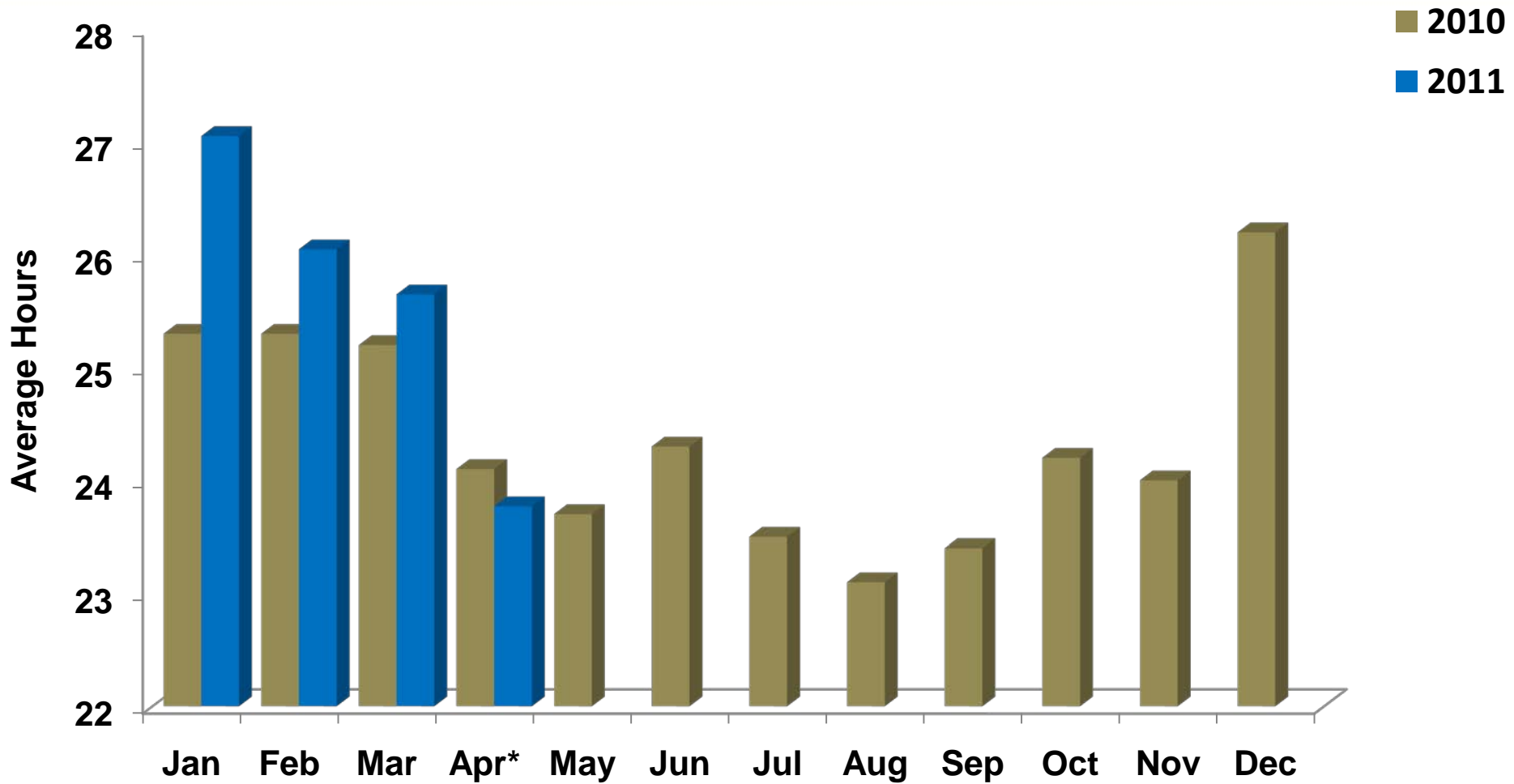
## By Month 2010 - 2011



\* April 2011 data through April 22

# Terminal Dwell

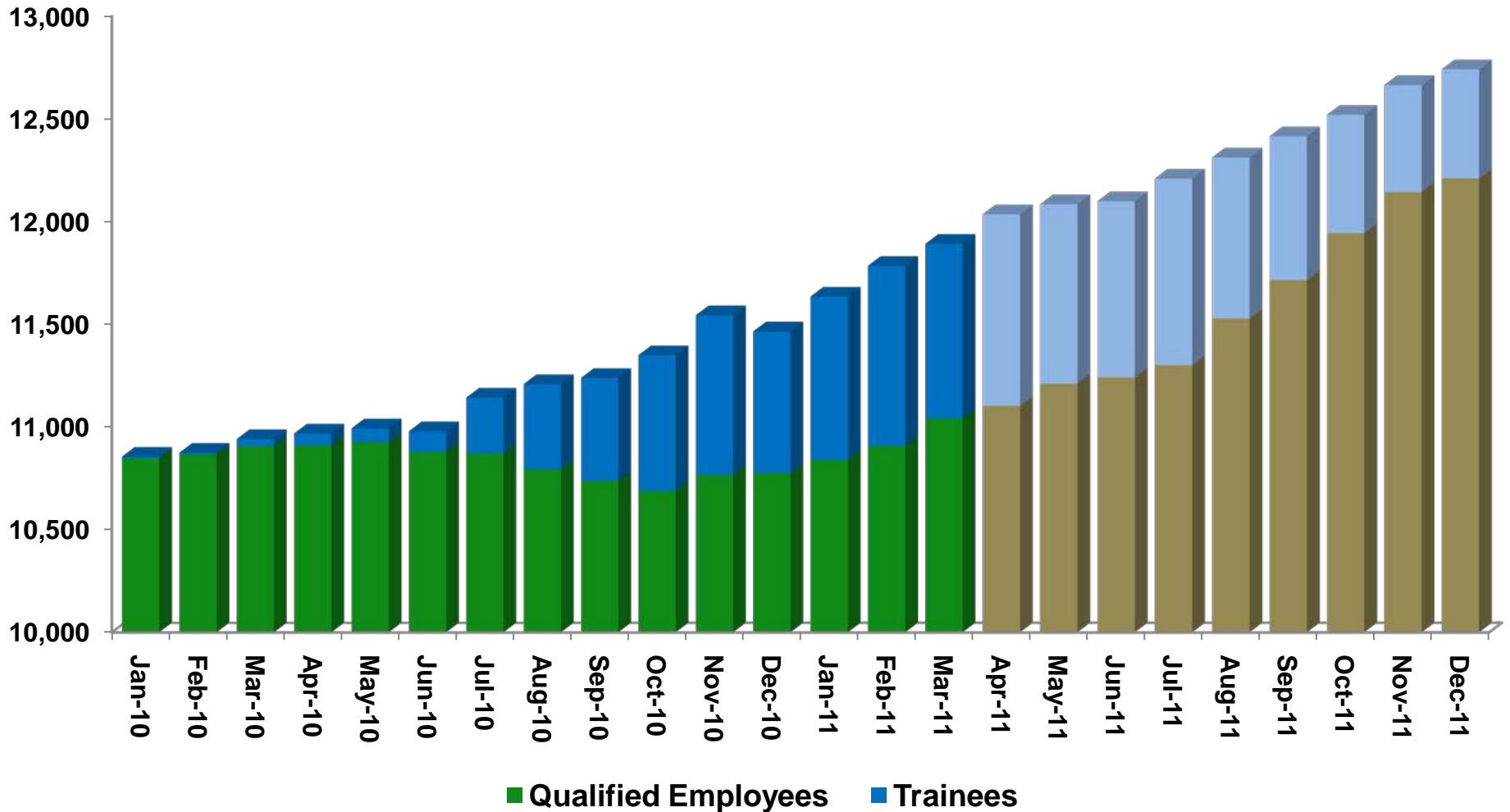
## By Month 2010 - 2011



\* April 2011 data through April 22

# T&E Employment Count

## Total Qualified T&E Employees plus Trainees



# Productivity Scorecard

1<sup>st</sup> Quarter - 2011 vs. 2010

