

Operations Update

Norfolk Southern Corporation

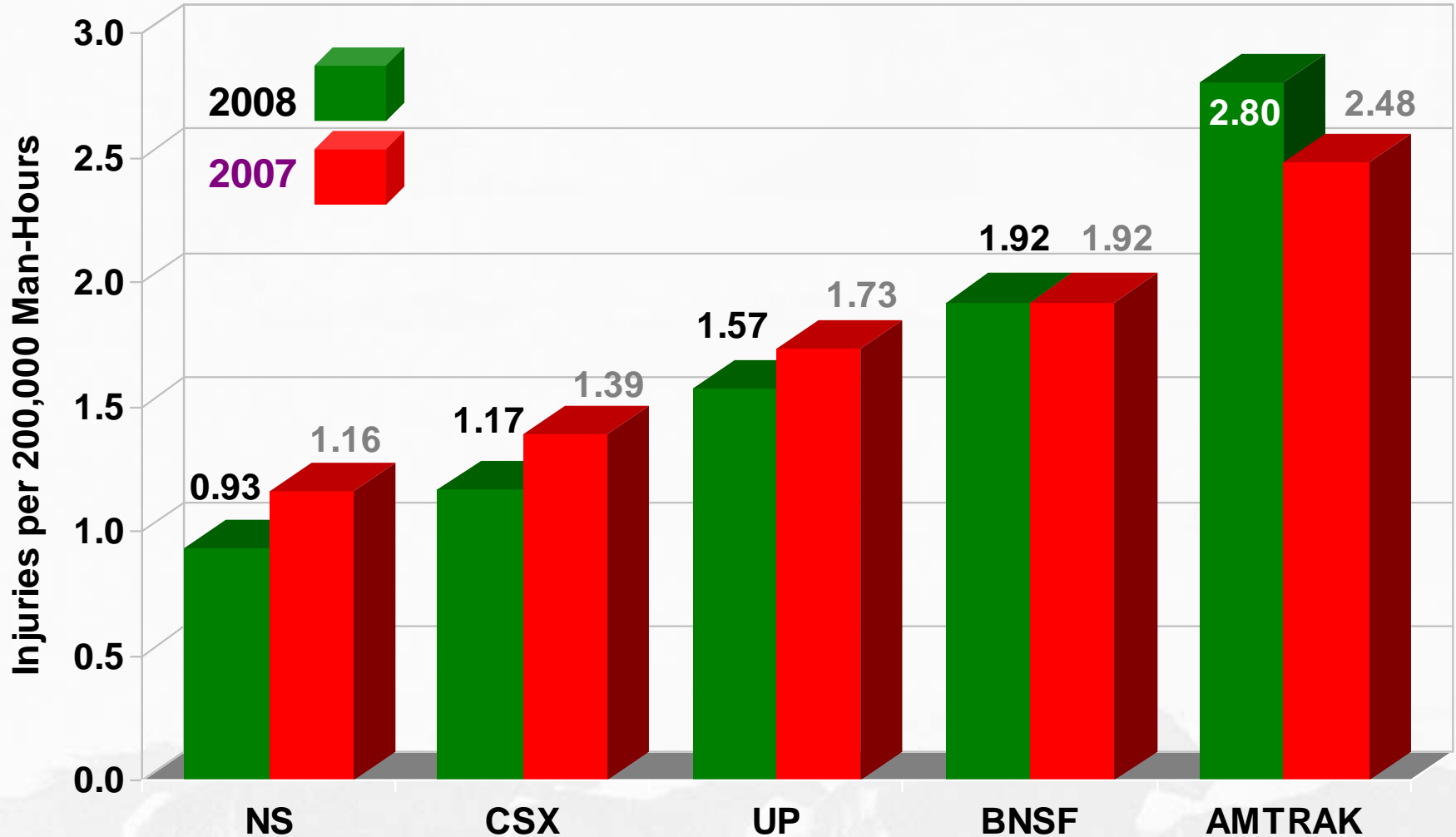
New York, NY

January 28, 2009



Rail Industry Safety

Employee Injury Ratios: 12 Months 2008 Preliminary Comparison

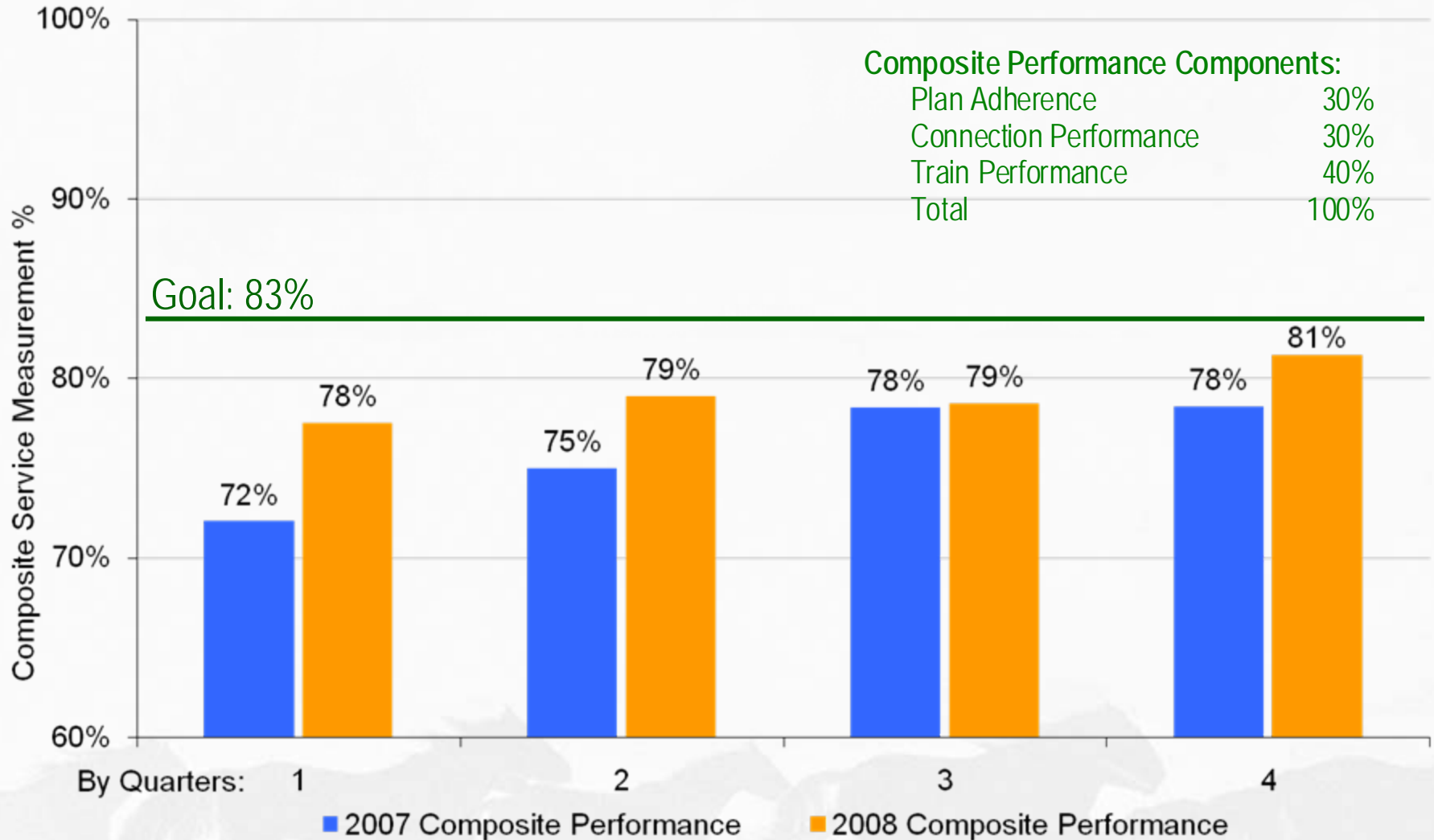


As of November 20, 2008
As of January 21, 2009



Composite Performance

2008 Year to Date Performance: 79%



Thoroughbred Operating Plan

Response to Business Changes



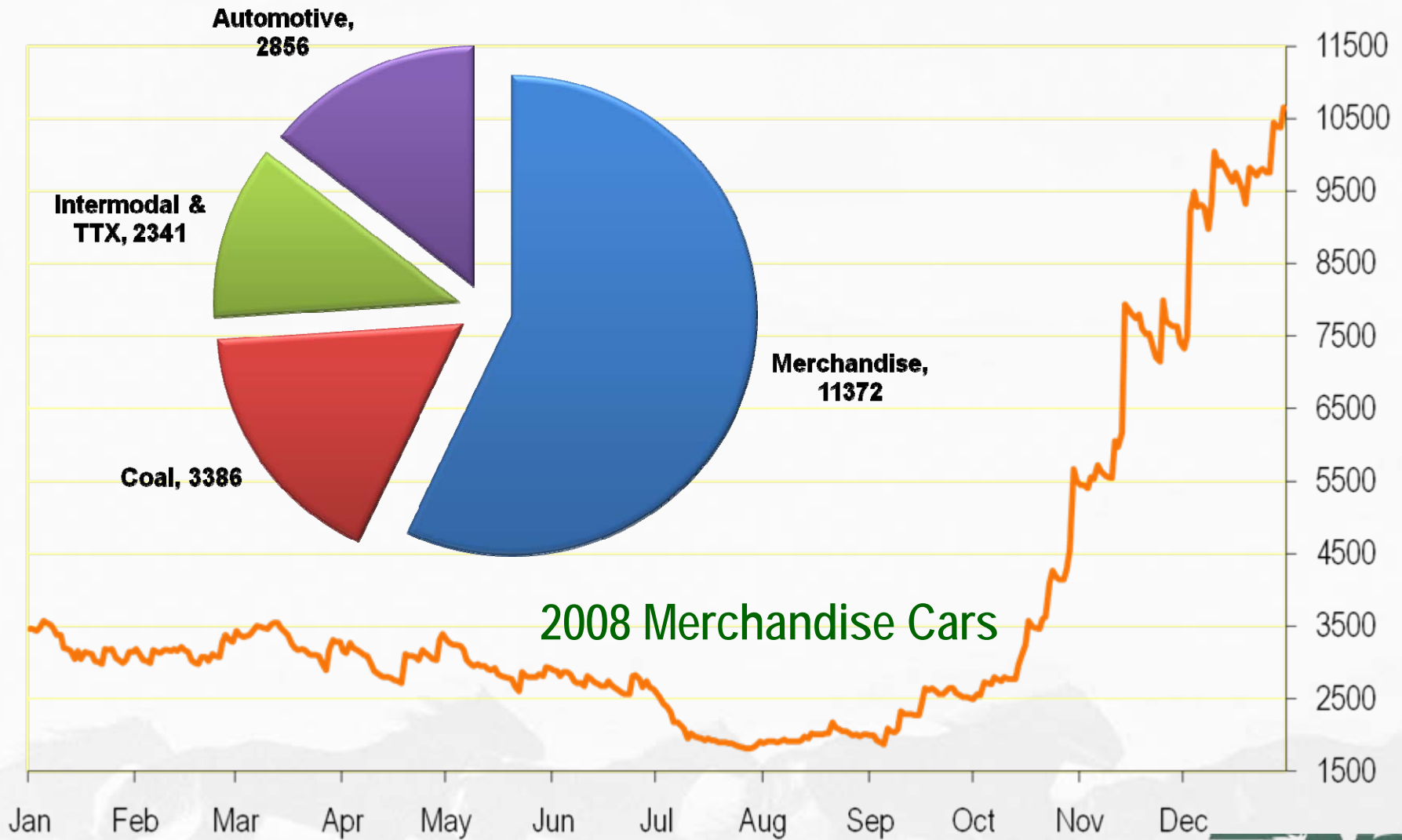
Train Reductions

- October: 7 Train Schedules
- November: 19 Train Schedules
- December: 30 Train Schedules
- Two Day Operational Curtailments:
 - Thanksgiving
 - Christmas
 - New Years
- 43,800 Train Starts Reduced

Terminal Plan Reductions

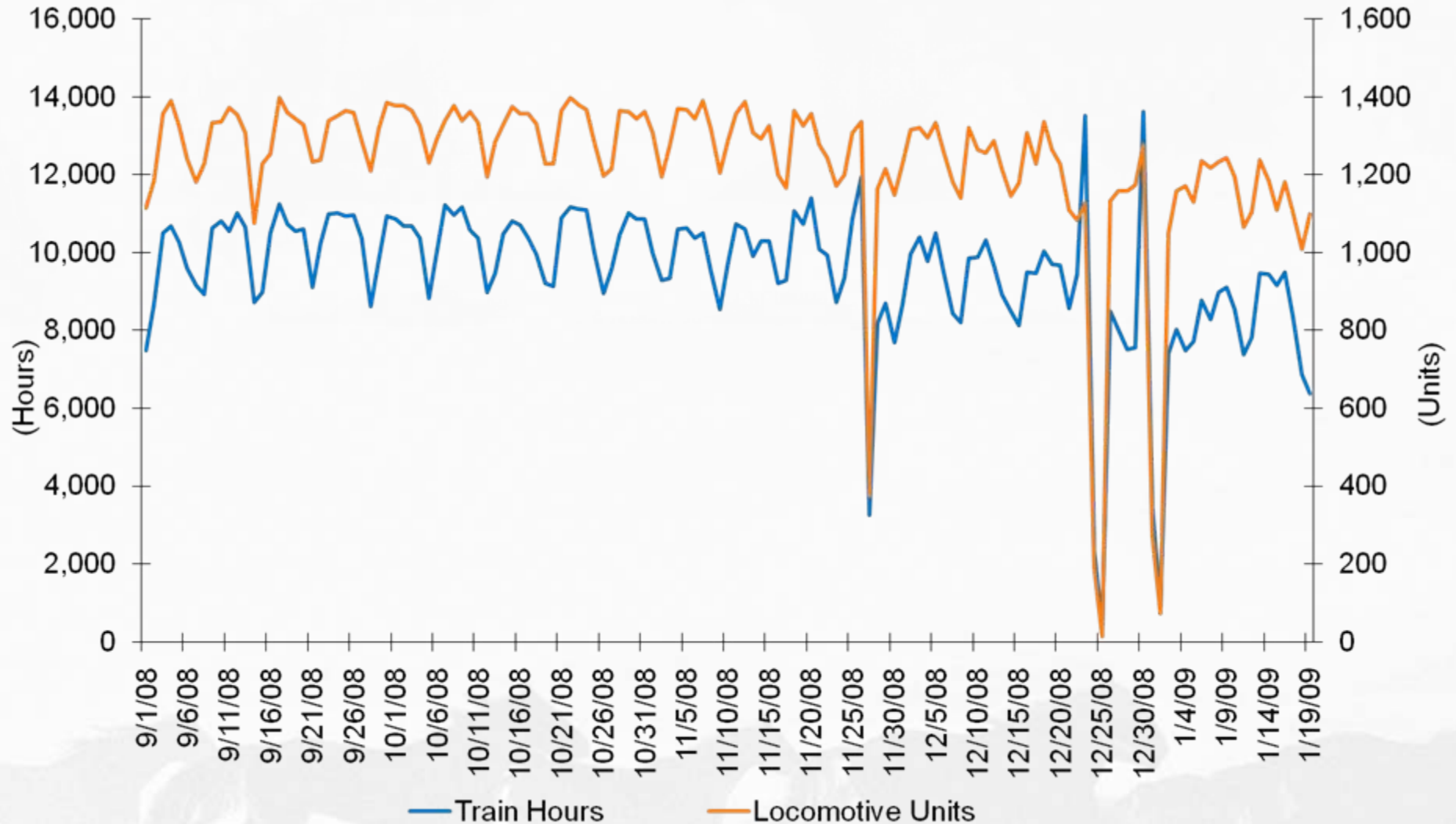
- Buckeye
 - Reduced Shifts (3-1)
 - Modified Train Plan
 - Sheffield
 - Reduced Shifts (3-2)
 - Modified Train Plan
 - Reading
 - Reduced Yard Jobs
 - Modified Blocking Plan
- November 19, 2008
 - December 12, 2008
 - January 5, 2009

Rail Cars: in Storage Status



Comparison:

Train Hours & Road Locomotive Units Operated



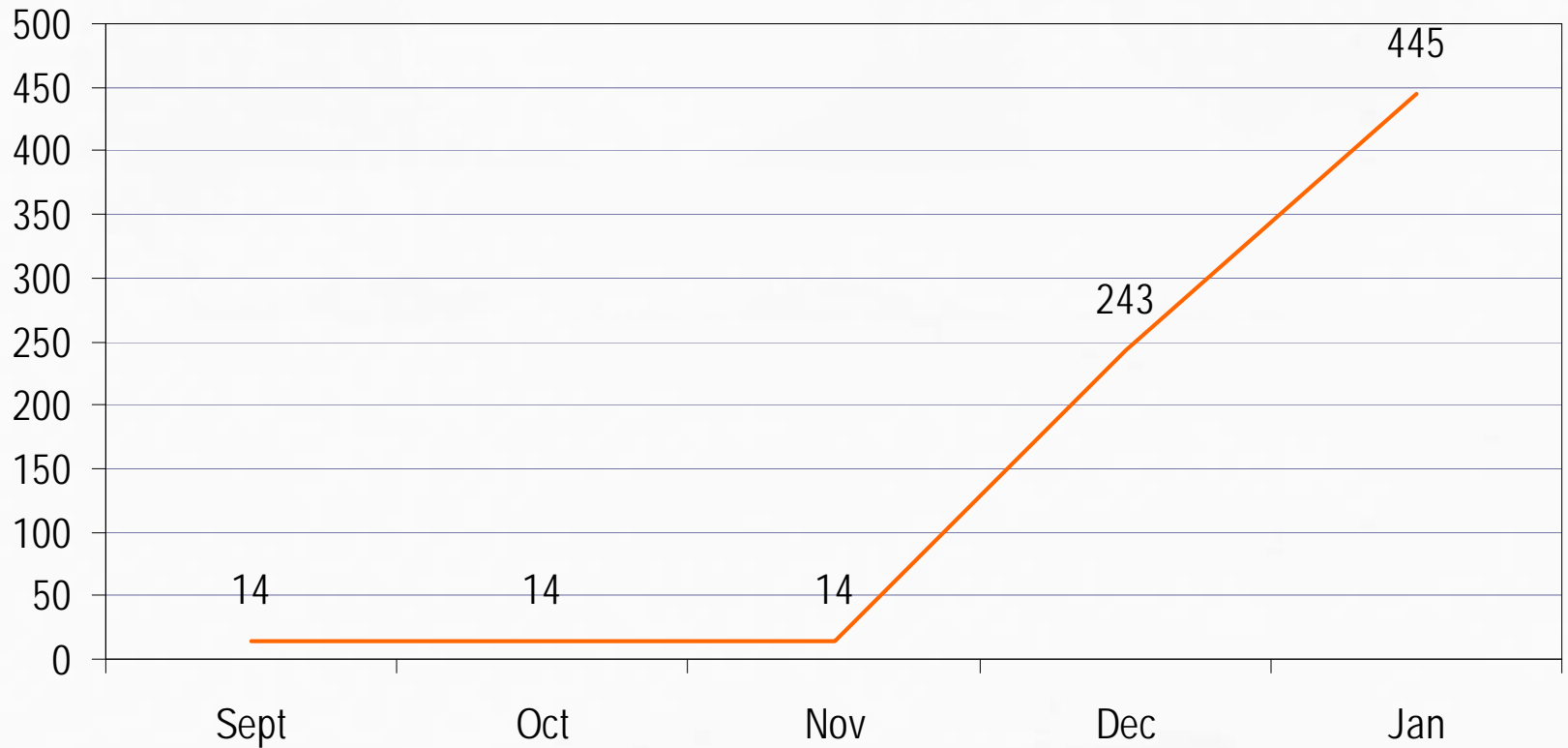
Train & Engine Service

2008 Active Employees by Month



Train & Engine Service

Employees in Furlough Status



New Technologies

UTCS – Unified Traffic Control System

LEADER – Locomotive Engineer Assist Display
Event Recorder

Pacesetter – Service Based Demurrage

LARS – Locomotive Routing & Assignment System

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