



Crew Management Center Meeting
October 13, 2006

Marietta Conference Center
500 Powder Springs Street
Marietta, Georgia 30064

Manpower Forecasting Model

112 Individual Hire Groups by Geographic Location

- Data Sources:
 - Crew Management
 - Payroll
 - RRB
- Attrition:
 - Retirement
 - Normal
 - CT

T&E Employees Eligible to Retire Summary - 6 Mo Intervals Thru 2012

	Before 2006	2006	2007	2008	2009	2010	2011	2012
<i>Business Units</i>								
Delmarva Business Unit	2	0	2	1	4	2	1	3
Eastern Carolina Business Unit	0	0	3	0	0	0	0	0
Business Units - Totals	2	0	5	1	4	2	1	3
<i>Eastern Region</i>								
PI Division	11	3	16	17	11	17	17	11
PO Division	10	5	11	8	12	6	8	13
VA Division	10	3	7	6	6	8	10	8
Eastern Region Totals	31	11	34	31	29	31	35	32
<i>Northern Region</i>								
DB Division	23	4	22	19	22	17	14	13
HB Division	13	9	24	14	14	22	13	13
PB Division	22	11	24	16	28	21	22	27
Northern Region Totals	58	24	70	49	64	60	49	53
<i>Western Region</i>								
AL Division	16	5	13	22	22	13	13	14
GA Division	13	10	16	17	19	20	26	14
IL Division	13	0	20	19	13	10	20	12
LA Division	10	1	19	13	21	12	16	9
TN Division	11	4	16	23	22	21	15	11
Western Region Totals	63	20	86	102	86	83	80	59
NST Total	178	55	192	187	178	187	165	147



VOICE RESPONSE UNIT

CURRENT VRU FUNCTIONS

- The VRU may be accessed two ways:
 - Company / Microwave or Smart Line:
7-658-2180 Eastern & Western Region
8-658-2180 Northern Region
- Toll Free Number: **1-800-624-7503**

Calling the VRU

- When connecting to the VRU you hear: "Thank you for calling the Crew Management Center, all calls are recorded. Please enter your Employee Number followed by the pound sign (#)."
- After providing your Employee Number, the system response is: "Please Hold." (The system is verifying your employee number)
- Once verified, the response is: "You have ## outstanding hours of service reports that must be completed promptly. Enter selection or touch star (*) for the Menu."

VRU Main Menu Options:

- for Crew Board Standing touch 1
- Answering a Page touch 2
- for Marking Up touch 3
- for Miscellaneous Inquiries touch 4
- for Temporary Telephone Number Changes touch 5
- to Change your Password touch 6
- to Select a Crew Desk Manually touch 9
- to Transfer to a Crew Desk touch 0

Option 1 - Crew Board Standing

- The VRU voices the employee's craft, turn and rest status. It then gives the location and status of the turn, followed by information on any turns ahead of the employee's and information on available extra employees. The VRU will also read the line-up of trains the employee stands to protect. If the employee is assigned to an ID pool with active/inactive boards, specific information regarding that pool is also voiced.
- Example: "Board standing, conductor FCFC31, you will be rested at 323pm. Your assignment is 4th out, Home, Rested. We have the following assignments showing, 3 assignments ahead of you are rested. 2 assignments ahead of you are vacant. We have 0 extra employees showing. Train 924L403 is planned to be called in the FC home pool at 121pm."
- For extra employees, the VRU voices any vacancies protected by the extra board.

Option 2 - Answering a Page

- After logging in to the VRU, the employee is transferred to the appropriate crew desk's HOTLINE based on assigned district.

Option 3 - Marking UP

- When an employee marks up through the VRU, it announces they have been marked up, and then gives the date, time and a confirmation number. The VRU continues with the employee's board standing, including vacancies, and the train line-up.

Option 4 - Miscellaneous Inquiries:

for Crew Board Standing touch 1
for Pool Standing touch 2
for Trains Enroute touch 3
for Trains Line-up touch 4
for Extra Board Standing touch 5
for Extra Board Vacancies touch 6

Option 5 - Temporary Telephone Number Changes

- Employees have the ability to add, change or delete temporary telephone numbers using the VRU. When adding or changing a number, they must specify a duration in hours for the number, up to a maximum of 24 hours.

Option 6 - Change Your Password

- Employees also have the ability to change their password thru the VRU. The process requires them to enter the new password twice, just as if they were at a system terminal. The employee receives a verbal confirmation their password has been changed.

Option 9 - Select a Crew Desk Manually

- System response is: "Please enter your Crew Dispatcher desk number." Enter the number of the desk. The response is: "Please hold on, your call is being transferred to desk (repeat desk number)."

Option 0 - Transfer to a Crew Desk

- After pressing 0, the VRU response is: "Please hold on, your call is being transferred to desk 20." The caller is transferred to the appropriate crew desk based on assigned district.

VRU OUTDIAL FUNCTIONS

- Norfolk Southern is the last Class 1 railroad to implement automatic calling of employees for work.
- In order to make NS's auto-call system the state-of-the-art system it is, other Class 1 systems were reviewed and the best features were integrated.

VRU OUTDIAL FUNCTIONS

- Displacement notifications:
 - Currently being handled by the VRU.
- Automatic calling of employees for work:
 - To be implemented in the near future.

VRU OUTDIAL FUNCTIONS

- The system is designed to assist T&E and Crew Dispatchers by handling the "simple" calls.
- Crew Dispatchers will then be able to spend more time handling calls and issues that require in-depth knowledge and research.

Notification - Attempt

- When the VRU calls to notify a displaced employee, a brief introduction is heard and the same notification messages as if they initiated the call. If the call is directed to voice mail or an answering machine a message is left advising the employee to call the Crew Management Center.
- "Hello, this is the Norfolk Southern Crew Management Center. Press one (1) to continue this call." "Please call the Norfolk Southern Crew Management Center at 1-800-624-7503. This message will be repeated. Please call the Norfolk Southern Crew Management Center at 1-800-624-7503."

Notification - Answered

- When the call is answered the person hears the introduction and a prompt to continue the call. A quick menu is provided for the person to indicate if; (1) they are the employee, (2) they are not the employee but the employee is available, or (3) the employee is not available.
- "Hello, this is the Norfolk Southern Crew Management Center. Press one (1) to continue this call." Employee presses 1. "Hello, this is the Norfolk Southern Crew Management Center, calling for (voices employee name). If you are the employee press one (1), to place this call on hold press two (2), if the employee is not available press three (3)."

(continued)

Notification - Answered

- When the employee presses 1, the VRU delivers the notification message: "You are notified that you are displaced from LA-FW FFFF06EN. To hear the notification again press one (1), to transfer to a Crew Dispatcher press two (2), to end the call press three (3)."
- If the employee was displaced from his/her permanent assignment, pressing 3 places them on the To-Place board. If they were displaced from a temporary assignment, they are given the opportunity to place themselves on a new temporary assignment, return to their permanent assignment, or place themselves on the To-Place board.

Work Call

- A feature is being added to the call screen to allow the Crew Dispatcher to direct a call to the VRU during the call process to call employees for work.
- Similar to the Notification Process, when the call is answered, the employee hears the introduction and a prompt to continue the call. A quick menu is provided for the person to indicate if, (1) they are the employee, (2) they are not the employee but the employee is available, or (3) the employee is not available.
- "Hello, this is the Norfolk Southern Crew Management Center. Press one (1) to continue this call." Employee presses 1. "Hello, this is the Norfolk Southern Crew Management Center, calling for (voices employee name). If you are the employee press one (1), to place this call on hold press two (2), if the employee is not available press three (3)."

(continued)

Work Call - Answered

Pressing 1 starts the work call announcement.

- "You are called for duty as Engineer, at station Fort Wayne, on train 234L302, at 400pm. To accept this call press one (1), to be connected with your responsible Crew Dispatcher press two (2), to hear this message again press star (*)."
- If the employee presses 2, the call is transferred to the Crew Dispatcher for further assistance.

(continued)

Work Call - Answered

- When the employee presses 1 the VRU responds: "You accepted this call for duty as Engineer, at station Fort Wayne, on train 234L302, on duty at 400pm. The current local time is 220pm. The following employees are also expected to be called (voices other crew member names). Have a safe trip."
- The employee is given the opportunity to have the VRU repeat the work call, or he/she may end the call: "To hear this message again press star (*), to end this message hang up or press three (3)."

Work Call - Attempt

- If the employee is not able to answer the work call, a voice mail or answering machine message will be left, as applicable, requesting the employee to call the Crew Management Center.
- "Hello, this is the Norfolk Southern Crew Management Center. Press one (1) to continue this call." "Please call the Norfolk Southern Crew Management Center at 1-800-624-7503. This message will be repeated. Please call the Norfolk Southern Crew Management Center at 1-800-624-7503."

Work Call - Call Back

- After receiving the message, the employee is able to call the VRU to accept the work call.
- The employee will enter his/her Employee Number and Password for verification. The VRU will then give the employee the work call: "You are called for duty as the Conductor Trainee, at station Fort Wayne, on train 234L302, at 400pm. To accept this call press one (1), to be connected with your responsible Crew Dispatcher press two (2), to hear this message again press star (*)."
- Employee presses 1. "You accepted this call for duty as the Conductor Trainee, at station Fort Wayne, on train 234L302, on duty at 400pm. The current local time is 221pm. The following employees are also expected to be called (voices other crew member names). Have a safe trip."

TELEPHONE SCREEN

EMPLOYEE TELEPHONE INFORMATION SCREEN

DIST: GA SDIST: GN EMPLOYEE TELEPHONE INFORMATION PSTS05

EMPLOYEE NAME: EMPLOYEE, T. E.

NUMBER: 009999999

SEQ	TELEPHONE #	ACCESS# /PIN	COMMENTS	TYPE	UNLIST Y/N	HOME/AWAY H/A/B
1	678 555 8475		HOME	T	N	H
2	678 555 7720		CELL	C	N	B
3	800 476 3322		BEEPER	B	N	B
4	800 449 5544	22345	BEEPER	D	N	B
5						

TEMP

EXPIRES:

TELEPHONE PRIORITY									
	FROM	TO	PHONE SEQ	FROM	TO	PHONE SEQ	FROM	TO	PHONE SEQ
HOME:									
AWAY:									

IN THE ABSENCE OF HOME/AWAY PRIORITY-SYSTEM WILL CALL IN SEQUENCE ORDER

TYPE:T=TELEPHONE B=BEEPER D=DIGITAL BEEPER C=CELL

*PLACE CURSOR ON PHONE NUMBER THEN PRESS F2 ONCE TO HAVE THE VRU TEST NBR**

ENTER=INQ F1=HELP F2=PH TEST F3=EXIT F4=LOG F5=UPDATE F9=DELETE F12=NEXT EMP

BREAK



NEW
END-of-TRIP
REPORTING

End-of-Trip Reporting

- New End-of-Trip process is being driven by federally mandated Hours of Service requirements and the need for Norfolk Southern to replace the legacy payroll system.
- Engine and Train crews will do their own tie-up separate from each other.

New system includes the following:

- LCDI – engineers report locomotive problems (ME60 Replacement)
- End-of-Trip train information
- Hours of Service reporting
- Payroll reporting
- Certification of reported information

OUTSTANDING HOS REPORTS SEQUENTIAL REPORTING

```
10/06/06 02:33P EDT   OUTSTANDING HOS SELECTION LIST   PST08VN
                      BECK, A. C.                (TONY)

                      X  ON DUTY      TRAIN      CC
                      1002 1201A  I16L428      CO

KEY AN X IN THE SELECTION FIELD TO COMPLETE THE TIEUP
ENTER=PROCESS      F1=HELP      F3=EXIT      F4=CREATE NEW HOS
F7=PAGEUP          F8=PAGEDN   F10=HISTORY
```

FIRST SCREEN OF TIE UP PROCESS

```
10/03/06 10:07A EDT   TIE UP REPORTING   PST07GN
TIE UP REPORTING FOR JOB: 307L302      CALL DATE/TIME: 100306 0300A

WERE YOU CALLED AND RELEASED?          : N (Y/N)
DID YOU TAKE CHARGE OF POWER/TRAIN?    : Y (Y/N)
WERE YOU TRANSPORTED TO THE FINAL TERMINAL? : N (Y/N)
STATION TRAIN LEFT AT:

ENTER=EDITS      F1=HELP      F2=SEND SCREEN      F3=EXIT      F5=UPDATE
EDITS SUCCESSFUL...PRESS PF5 TO UPDATE
```

TRAIN INFO REPORTING SCREEN CONDUCTOR

10/03/06 10:09A EDT TIE UP REPORTING PST07BN
TRAIN: 307L302 OF 100306 - 0300A

ORIGIN STATION: 00248 INTERMEDIATE STATIONS: FINAL STATION: 00371
ARE THE DESTINATION ROUTE AND RUN MILES CORRECT?: Y (Y/N)
ROUTE: BELLEVUE-FT WAYNE ROUTE CODE: * RUN MILES: 130
DEPARTURE TIME : 0400A ARRIVED YARD BOARD - DATE: 100306 TIME: 0930A
ENTERED FINAL TRACK: 0935A STOPPED FINAL TRACK: 0945A
RADIO# : N6064 CARS HANDLED: 070 MAX CARS: 070

EMPLOYEE NAME	CC	ON	REL RESP	OFF DUTY	10	MILES
-----	---	DUTY	DATE TIME	DATE TIME	HR	---
HILL, J. L.	(JIM) CO	0300A				
*** VACANT TURN ****	CT	0300A				

ENTER=INQUIRE/EDITS F1=HELP F2=SEND SCREEN F3=EXIT
F4=PREV SCREEN F5=UPDATE F10=DELAYS F11=HOS INFORMATION
EDITS SUCCESSFUL...PRESS PF5 TO UPDATE

TRAIN INFO REPORTING SCREEN ENGINEER

10/03/06 10:23A EDT TIE UP REPORTING PST07BN
TRAIN: 307L302 OF 100306 - 0300A

ORIGIN STATION: 00248 INTERMEDIATE STATIONS: FINAL STATION: 00371
ARE THE DESTINATION ROUTE AND RUN MILES CORRECT?: Y (Y/N)
ROUTE: BELLEVUE-FT WAYNE ROUTE CODE: * RUN MILES: 130
DEPARTURE TIME : 0400A ARRIVED YARD BOARD - DATE: 100306 TIME: 0930A
ENTERED FINAL TRACK: 0935A STOPPED FINAL TRACK: 0945A

ENGINES: NS 2333

EMPLOYEE NAME	CC	ON	REL RESP	OFF DUTY	10	MILES
-----	--	DUTY	DATE TIME	DATE TIME	HR	---
JONES, A. L.	AL EN	0300A				

ENTER=INQUIRE/EDITS F1=HELP F2=SEND SCREEN F3=EXIT
F4=PREV SCREEN F5=UPDATE F10=DELAYS F11=HOS INFORMATION
TRAIN PROCESSING COMPLETE - PRESS F11 TO ENTER HOS INFORMATION

F R A - HOURS OF SERVICE REPORTING COVERED SERVICE

```

10/03/06 10:11A EDT          TIE UP FOR: CO HILL, J. L.          (JIM) PST04HN
10 HR REST?:                ** COVERED SERVICE REPORTING **
PTO 99959                    <----ON DUTY----> <----RELIEVED----> <----RELEASE---->
HHMM TRAIN                   LOC  DATE TIME      LOC  DATE TIME      LOC  DATE TIME
99959 307L302                00248 1003 0300A    00371 1003 1026A    00371 1003 1026A
01 99959 307L302            00248 1003 0300A    00371 1003 1025A    00371 1003 1025A
02
03

** OTHER ACTIVITY REPORTING **
PTO   ACTV  MODE  <----START-----> <-----END----->
HHMM  CD   TRAN  LOC  DATE TIME      LOC  DATE TIME
01
02
03
OFF DUTY: 10:25A      FRA TTOD: 07:25

ENTER=EDIT  F1=HELP  F2=SEND SCREEN  F3=EXIT  F4=PREV SCREEN  F5=UPDATE
F6=TIMELINE F7/8=PREV/NEXT.EMP  F9/10=CO SVC UP/DN  F11/12=OTHER UP/DN
EDITS SUCCESSFUL...F5 TO UPDATE
    
```

F R A - HOURS OF SERVICE REPORTING OTHER ACTIVITY DEADHEAD, SENIORITY MOVE, TRAINING & OTHER

```

10/03/06 09:24A EDT          TIE UP FOR: CT FRYE, J. G.          (JONATHAN) PST04HN
10 HR REST?:                ** COVERED SERVICE REPORTING **
PTO 13525                    <----ON DUTY----> <----RELIEVED----> <----RELEASE---->
HHMM TRAIN                   LOC  DATE TIME      LOC  DATE TIME      LOC  DATE TIME
01
02
03

** OTHER ACTIVITY REPORTING **
PTO   ACTV  MODE  <----START-----> <-----END----->
HHMM  CD   TRAN  LOC  DATE TIME      LOC  DATE TIME
13525  DH   T    00248 1003 0500A    00371 1003 0939A
01 13525  DH   T    00248 1003 0500A    00371 1003 0938A
02
03
OFF DUTY: 09:38A      FRA TTOD: 04:38

ENTER=EDIT  F1=HELP  F2=SEND SCREEN  F3=EXIT  F4=PREV SCREEN  F5=UPDATE
F6=TIMELINE F7/8=PREV/NEXT.EMP  F9/10=CO SVC UP/DN  F11/12=OTHER UP/DN
EDITS SUCCESSFUL...F5 TO UPDATE
    
```

Payroll Reporting Features

- Integration with Crew Call System
- Up-front editing and qualification
- Remarks/Claim Validation
- Terminology Changes
- Non-Service Claim Submission
 - Improved Lost Work calculation
 - Improved Guarantee Processing
- Data visibility to T&E employees

PAYROLL REPORTING

```
10/03/06 10:12A EDT      EMPLOYEE CLAIMS REPORTING      PST07EN
TRAIN: 307L302      OF 100306 - 0300A

EMPLOYEE: HILL, J. L.      (JIM) 000897785      TIMESLIP#: 002254502

=====
PAYROLL TTOD:

                CLASSES OF TIME / AMOUNTS
          X                X                X
          SM 00139 MILES | RC 01500 DOLLAR |
                |                |
                |                |
                |                |

SERVICE      : TFRT THRU FREIGHT SERVICE
CRAFT        : CO
MILES        : 130
TAX CODES/AMOUNTS : / | / | /

ENTER=EDITS  F1=HELP  F2=SEND SCREEN  F3=HOS CERT  F4=PREV SCREEN  F5=UPDATE
F7=PREV EMP  F8=NEXT EMP  F10=REMARKS  F11=VALIDATION  F12=AVAIL CLAIMS
TIMESLIPS FOR ALL EMPLOYEES UPDATED
```

HOS CERTIFICATION SCREEN

```
10/03/06 09:28A EDT          TIE UP      HOS CERTIFICATION          PST04KN
                              TRAIN: 471L301 OF 100306 - 0500A

EMPLOYEE NAME      CC  REL RESP  OFF DUTY  FRA
-----
BOATMAN, C. C.    (CHRIS) CO  DATE TIME DATE TIME TTOD
FRYE, J. G.      (JONATHAN) CT  1003 0938A 04:38
                                     1003 0938A 04:38

DO YOU CERTIFY ENTERED INFORMATION TO BE CORRECT?          (Y/N)

ENTER=EDIT  F1=HELP  F2=SEND SCREEN  F3=EXIT  F4=PREV SCREEN  F5=UPDATE
```

COMPLETED HOS CERTIFICATION SCREEN

```
10/03/06 09:28A EDT          TIE UP      HOS CERTIFICATION          PST04KN
                              TRAIN: 471L301 OF 100306 - 0500A

EMPLOYEE NAME      CC  REL RESP  OFF DUTY  FRA
-----
BOATMAN, C. C.    (CHRIS) CO  DATE TIME DATE TIME TTOD
FRYE, J. G.      (JONATHAN) CT  1003 0938A 04:38
                                     1003 0938A 04:38

DO YOU CERTIFY ENTERED INFORMATION TO BE CORRECT?          (Y/N) Y

PLEASE ENTER THE NUMBER OF END OF TRIP REPORTS TO BE PRINTED? (0-9)

ENTER=EDIT  F1=HELP  F2=SEND SCREEN  F3=EXIT
UPDATE SUCCESSFUL
```