



The New Standard of Rail Safety, Service and Efficiency

2025





THE TEAM

CEO Joe Hinrichs – Why this matters – Personal experience as a Railroad Customer

Team

Lauren DeAlexandris – GM of Car Management, Leads Asset Utilization for All railcars on CSXT Network

- **Dan Labyak** – Sr. Director, Fleet Operations – Military and Clearance
 - **Michael Hamilton** – Manager – Work load distribution/Proposals/TULA/Live Load tracking
 - **Erin Boyle** – Manager – Proposals/TULA/Live Load tracking.
 - **Jake Vetsch** – Manager – Proposals/TULA/Live Load tracking.
 - **Jowell Olson** – Analyst – Live Load protection and tracking – focus on tracking and pushing live loads with support in protection process.
 - **Jeremy Smith** – Analyst – Live Load protection and tracking – focus on transformer, military, steel/pipe, waybill locomotives, passenger cars and shiftable loads.
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Independent Effort:

- Proposal backlog
 - Redistributed workload to optimize proposal processing and live load tracking.
- Technology
 - Continues to progress on multiple fronts for both customer facing and internal analysis
- Laser Training Classes
 - Team travelled to multiple locations throughout the past year in support of our mechanical teams efforts to train local personnel on the use of the laser measurement system.

Team Effort:

- Trackages
 - How do these work and why does it matter?
- Surprise HIWDs and their cascading effects
 - We owe it to the customer to do better
- Process Changes and corresponding impacts.
- RR best practices and uniformity across the network.
 - How each location handles HIWDs.

- **Major Considerations**

- **Howard St Tunnel**: Completion expected by end of year.
- **Overall Project**: Making strong progress and are currently 1/3 of the way completed.
- **Challenges**: Impacts of this project were felt over the entire network driving congestion and higher rate of conflicting HIWD movements.
- **Timeline**: Originally projected to continue into 2027 but adjusting the plan to close that section of the RR shifted that completion data to Q2 of 2026.



CSX