Surface Transportation Board
Washington, D.C. 20423-0001

Office of the Chairman

June 8, 2012

Mr. Michael J. Ward
Chairman, President and Chief Executive Officer
CSX Transportation Inc.
500 Water Street
Jacksonville, FL 32202

Re: End-of-Year 2012 Railroad Service Outlook

Dear Mike:

As we approach the second half of 2012, the Surface Transportation Board once again is asking all Class I carriers to provide forward-looking assessments of their ability to meet expected demands for rail service. I ask that you provide the Board with a brief description of your outlook and plans for the balance of 2012, including:

- Expectations for any seasonal peaks in carload and both domestic and international intermodal traffic.
- Resources to meet any upticks in volume, including a discussion of freight car, locomotive, and labor (train crew) availability.
- Specific plans to support demands for prompt movement of finished autos and light trucks.
- Specific plans to support demands for movement of crude oil and of oil and gas drilling activity.
- A summary of the investments made in freight service and capacity improvements for the past year, as well as areas of existing or anticipated rail traffic congestion and your plans for remediation.
- Developments in passenger rail service access (Amtrak, commuter, or high speed rail) and related on-time performance.
- A report on your company's most recent customer service survey.

Please provide the Board with this information by July 1, 2012. Keep in mind that, as has been the case in the past, the Board expects to make your response public. I look forward to your response and to continuing to work together to ensure that the nation has efficient and reliable rail service.

Sincerely,

Chairman Daniel R. Elliott III

cc: The Honorable Francis P. Mulvey, Vice Chairman
The Honorable Ann D. Begeman, Commissioner