



Office of the Chairman

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

September 6, 2011

Mr. Claude Mongeau  
President and Chief Executive Officer  
Canadian National Railway Company  
935 de La Gauchetiere Street West  
Montreal  
Quebec, H3B 2M9  
Canada

Re: End-of-Year 2011 Railroad Service Outlook

Dear Claude:

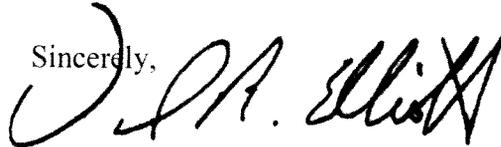
For several years, the Surface Transportation Board has asked CN to provide a forward-looking assessment of its ability to meet end-of-year business demands for U.S. rail service. We are aware that freight rail volumes nationwide have rebounded strongly from the lows of the recession, but that overall carload volumes are still trailing pre-recession levels, and year-over-year growth appears to be slowing. Intermodal traffic has seen an even stronger resurgence, but, again, gains may be tapering off.

I ask that you provide the Board with a brief description of your plans and outlook for your system in the U.S. for the balance of 2011, including:

- A summary of the impacts that recent flooding and other extreme weather conditions have had on CN's system, and the effort your railroad has undertaken to restore damaged infrastructure and restore service;
- The overall actions your railroad will take to prepare for the end-of-year shipping season, with specific references to critical commodity areas such as: agriculture (e.g., grain, grain products, and ethanol), coal, chemicals and intermodal;
- A summary of the investments you have made in freight service and capacity improvements for the past year; and your anticipated rail congestion points and plans to improve them with specific attention to mitigating potential winter storm related interchange issues in Chicago;
- Developments in passenger rail service access (Amtrak, commuter or high-speed rail), and Amtrak on-time performance on CN lines; and finally
- A report on your company's most recent customer service survey.

Please provide the Board with this information by September 27, 2011. 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 shipping public has efficient and reliable rail service.

Sincerely,

A handwritten signature in black ink, appearing to read "D. R. Elliott III". The signature is written in a cursive, flowing style.

Chairman Daniel R. Elliott III

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