Office of the Chairman

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

August 9, 2010

Mr. Charles W. (Wick) Moorman
Chairman, President and Chief Executive Officer
Norfolk Southern Corporation,
Three Commercial Place,
Norfolk, VA 323510-2191

Re: End of Year 2010 Railroad Service Outlook

Dear Wick:

For several years, the Surface Transportation Board has asked NS 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 rail business volumes have been in decline for some time, but the Board is hopeful that an important corner has been turned and the second half of 2010 will continue the trend to a stronger rail business year overall.

For the balance of 2010, I ask that you give the Board a brief description of your outlook and plans, including:

- 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 (grain, grain products, and ethanol), coal, chemicals and intermodal;

- A summary of the economic investments you have made in freight service improvements for the past year;

- Developments in passenger rail service access (Amtrak, Commuter or high-speed rail);

- Amtrak on time performance on NS lines;

- Progress on the Heartland Corridor project;

- Latest NS service performance in connection with PAS;

- Anticipated rail congestion points and plans to improve them;

- To the extent your railroad has been affected by extreme weather conditions, the effort your railroad has undertaken to restore damaged infrastructure and restore service;

- Efforts made in conjunction with container owners for expanding export container availability in remote areas of the U.S.;

- Status of the Positive Train Control initiative; and finally,

- A report on your company's most recent customer service survey.

Please respond to this letter and provide the Board with this information by September 15, 2010. Keep in mind that, as has been the case in the past, the Board expects to make the responses public. I look forward to your responses and to continuing to work together to ensure that the shipping public has efficient and reliable rail service.

Sincerely,

Chairman

cc: The Honorable Francis P. Mulvey, Vice Chairman
The Honorable Charles D. Nottingham