



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

February 13, 2018

Office of the Vice Chairman

Mr. James Foote
President & Chief
Executive Officer
CSX Corporation
500 Water Street
Jacksonville, FL 32202

Dear Mr. Foote:

I want to extend my thanks to you and your team for recently meeting with me at the Surface Transportation Board headquarters. I always think that the best way to build a positive working relationship is through face-to-face communications. It was helpful to hear from you directly about the steps CSX Transportation (CSXT) is taking to address the service disruptions caused by its change in operating plan, as well as to be able to share with you my concerns.

In response to your February 8, 2018 letter, I agree with your assessment that CSXT service has improved significantly since the late summer and early fall, a fact that is also confirmed by the metrics collected by the Board. Based on our meeting, I am hopeful that CSXT will continue to make progress in providing the service its customers deserve. I also trust you will take seriously the issues I raised in our meeting based on input I have received from some of your customers. Those comments and concerns generally involve problems with last mile delivery, a lack of communication about operational changes that have an impact on service, and difficulty obtaining a timely response when problems arise. Based on our conversation and your letter, I believe that you and your team will make addressing these issues a priority.

During our meeting, I was also pleased to hear your commitment to the Chicago Transportation Coordination Office. Chicago is incredibly important to the smooth flow of rail transportation in America and changes on one railroad's system can have ripple effects on other systems. While I am sure much more can and should be done in Chicago to improve the infrastructure, communication is a low cost but highly valuable tool. The Board places a high value on collaboration between all the major carriers in Chicago.

I hope that in the future you and the CSXT team will keep us apprised of any significant developments that could have an impact on customers or service. I have been pleased to see that, since the meeting at the Board, your team has already provided us with a few such updates. I particularly want to commend your government affairs team, who have been helpful in responding to inquiries from our staff over the last several months.

At this point, I agree with the view expressed by Acting Chairman Begeman that it would be premature for the Board to remove our informal oversight. Should service continue to improve and CSXT demonstrate its commitment to improving communication with its customers, continued informal oversight should no longer be necessary. In the meantime, as you state in your letter, I will not hesitate to contact you should further concerns arise.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Miller', with a long horizontal flourish extending to the right.

Deb Miller
Vice Chairman