



Member of the Board

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

February 9, 2018

Mr. James M. Foote
President & Chief Executive Officer
CSX Corporation
500 Water St., C900
Jacksonville, FL 32202

Dear Mr. Foote:

Thank you and members of your senior management team for meeting with me last week. I appreciated the opportunity to hear your views and share my perspective.

You clearly acknowledged the service problems that have occurred and stressed that CSX is working to address service issues and restore customer confidence. I agree that CSX's weekly metrics have shown significant improvements during the past few months, and I am hopeful that service and communication will continue trending in a positive direction. In the meantime, as I indicated, I believe it is important to continue the Board's ongoing oversight. The status of the Board's monitoring, and whether it should be altered, will be evaluated after the first quarter.

I am in receipt of your February 8, 2018 letter. Please be assured that I will reach out to you directly should I have questions or concerns, and hope that you will not hesitate to do the same.

Again, thank you for your time and for the good discussion.

Sincerely,

Ann Begeman
Acting Chairman