



James M. Foote  
President & Chief  
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February 5, 2018

The Honorable Deb Miller, Vice Chairman  
United States Surface Transportation Board  
395 E Street, S.W.  
Washington D.C. 20423

Dear Vice Chairman Miller:

Thank you for meeting with me and our team last week. I appreciated the opportunity to tell you about how well CSX is performing, our robust customer outreach, and our plans for the future. While I believe our communications to our customer and to the Board have been frequent and thorough, I will endeavor to work even harder to ensure that where they need improvement, those communications are improved.

As you know from yesterday's outreach from Anne Reinke, there was a tragic incident this weekend involving Amtrak and a CSX train. You have my commitment that we will do everything we can to understand exactly what happened and how we can strive to prevent something like this from happening again.

As I mentioned to you, and as you acknowledged, CSX's operating metrics are manifestly improved. We are running faster and more efficiently, in many cases, better than our competitors. We believe we have earned the right to end STB monitoring.

I will look for future opportunities to visit with you in person or over the phone. In the meantime, please do not hesitate to contact me with any questions or concerns about any of these matters.

Sincerely,

A handwritten signature in blue ink, appearing to be "J. Foote", written over a large, stylized blue scribble that forms a large loop around the signature.

James M. Foote