



James M. Foote
President & Chief
Executive Officer

500 Water St., C900
Jacksonville, FL 32202

September 1, 2020

The Honorable Ann D. Begeman, Chairman
United States Surface Transportation Board
395 E Street, S.W.
Washington, D.C. 20423

The Honorable Martin Oberman, Vice Chairman
United States Transportation Board
395 E. Street S.W.
Washington, D.C. 20423

The Honorable Patrick Fuchs, Board Member
United States Surface Transportation Board
395 E Street, S.W.
Washington, D.C. 20423

The Honorable Ronald Batory, Administrator
Federal Railroad Administration
United States Department of Transportation
1200 New Jersey Ave., SE
Washington, D.C. 20590

Dear Chairman Begeman, Vice Chairman Oberman, Commissioner Fuchs, and Administrator Batory:

Thank you for your August 24th letter recognizing the essential work of railroads and their employees as we strive to provide safe and reliable service during the ongoing recovery from the COVID-19 pandemic. As in my May 20th letter to the STB, I'll provide a brief update on CSX's recovery efforts.

Safety remains CSX's first priority and I'm pleased to report we are seeing record low numbers of accidents and injuries year-to-date for 2020, continuing our positive momentum from 2019. With respect to employee availability, CSX has now brought back roughly 80% of our employees furloughed during the pandemic and has additional crews available for recall. In addition, we are currently hiring and training new trainmasters and conductors in response to shifts in geographic demand and in preparation for anticipated volume increases in certain parts of our network.

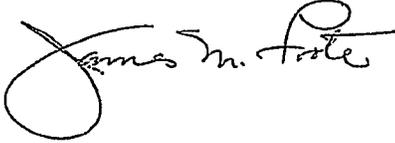
CSX is well-prepared to handle the upcoming harvest and fall peak season. Over 30% of CSX's locomotive fleet was placed in active storage during the worst stages of COVID-19 volume decline, but the fleet is now within 9% of pre-pandemic levels with more stored engines readily available to be brought online as the need arises.

We continue to engage our customers with frequent and meaningful communication and to reinforce our preparedness for providing safe and effective rail service as we navigate the pandemic together. As we have since the onset of the pandemic, the CSX team continues to work closely with customers to meet changing demand and to address any operational concerns as they arise.

Finally, CSX's service remains strong in spite of this year's unprecedented challenges. Velocity and dwell remain consistent with our historically strong 2019 levels, and our broader array of service metrics have been returning to pre-pandemic levels in recognition of our capable response to this dynamic environment.

Should you have any questions, please don't hesitate to give me a call.

Sincerely,

A handwritten signature in black ink that reads "James M. Foote". The signature is written in a cursive style with a large, looping initial "J" and a distinct "F".

James M. Foote