

# KANSAS CITY SOUTHERN

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PATRICK J. OTTENSMEYER  
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FOUNDED 1887

[www.kcsouthern.com](http://www.kcsouthern.com)

August 26, 2020

Administrator Batory  
U.S. Department of Transportation  
Federal Railroad Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Chairman Begeman  
Vice Chairman Oberman  
Member Fuchs  
Surface Transportation Board  
395 E Street, SW  
Washington DC 20423-0001

Dear Administrator Batory, Chairman Begeman, Vice Chairman Oberman, and Board Member Fuchs:

I am in receipt of your August 24, 2020 joint letter. In your letter, you express your focus on the importance of safe and dependable rail service as the nation works to restore jobs and promote economic recovery. Your letter emphasizes the essential work of the freight rail employees and expresses concern that you have heard increasing reports of service issues, including missed industrial switches and excessively late or annulled trains due to crew availability issues. Finally, you call for increased communication and transparency with rail shippers to ensure they have the information needed to plan their businesses and meet their own customers' needs.

As President and CEO of The Kansas City Southern Railway Company ("KCS"), I want to assure you that KCS recognizes your concerns. KCS shares your appreciation of the essential role played by rail employees and the need to ensure that rail service is not adversely affected due to crew shortage issues. KCS is dedicated to quickly resolving service issues that may arise. KCS also shares the goal of open and transparent communication.

**Page 2**  
**August 26, 2020**

KCS intends to closely monitor our crew, equipment, and service needs of its shippers, and stands ready to work with your respective agencies to resolve adverse service issues. If you have any concerns, please do not hesitate to contact me.

Respectfully,

A handwritten signature in black ink, appearing to read 'Patrick J. Ottensmeyer', written over a circular scribble.

Patrick J. Ottensmeyer  
President & CEO  
Kansas City Southern

PJO/wjb