



Office of the Chairman

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

October 6, 2014

Mr. Charles W. (Wick) Moorman
Chairman and CEO
Norfolk Southern Corporation
Three Commercial Place
Norfolk, VA 32510-2191

Re: Amtrak Train Performance

Dear Mr. Moorman:

I am writing to express my concern about the poor on-time performance of Amtrak trains using Norfolk Southern (NS) rail lines and to request information about your company's plans to improve Amtrak's performance.

I am particularly concerned about the performance of Amtrak's Capitol Limited (Washington, D.C. to Chicago) and Lake Shore Limited (New York City to Chicago), both of which operate over NS lines for much of their respective journeys. According to publicly available Amtrak data, during the past 12 months, the Capitol Limited has operated on time (as measured by arrival time at destination) less than 40 percent of the time, while in August 2014, it arrived on time less than 4 percent of the time. The Lake Shore Limited has also operated on time less than 40 percent of the time during the past 12 months, and only 16 percent during August 2014. Both of these trains have incurred substantial delays on the portion of NS's line between Toledo and Chicago. In addition, several regional Amtrak trains, which operate between points in Michigan and Chicago, have incurred significant delays on NS lines during recent months.

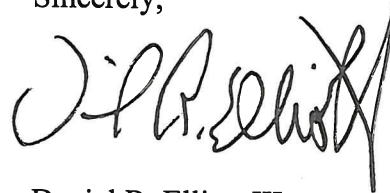
I appreciate your response to my August 19th peak letter regarding the challenges facing NS this year in providing freight service, especially via the Chicago corridor. Your letter provided a helpful discussion of the steps NS is taking to improve service and handle a growing amount of rail traffic. However, your response did not include the requested discussion of NS's plans regarding Amtrak service. Through this letter, I am asking NS to explain the causes of Amtrak delays on NS's underperforming passenger routes, such as those discussed above, and what steps NS is taking to improve performance. In your response, please provide the following information:

- The primary causes of delays experienced by Amtrak trains on NS lines.
- Locations where delays occur most frequently.

- Measures that NS is taking to improve Amtrak performance, including but not limited to expansion of network capacity and resources, changes to train dispatching protocols and procedures, and modification of network operating plans.
- Your expectation of when Amtrak service will improve.

So that the Board can more closely follow NS's progress with regard to both freight and Amtrak service, I have directed my staff to supplement the continuing monthly service calls with NS representatives, with weekly calls focused on passenger service issues, trends, and improvement initiatives. Please respond to this letter by October 13, 2014.

Sincerely,

A handwritten signature in black ink, appearing to read "D.R. Elliott III". The signature is fluid and cursive, with a large initial "D" and "E".

Daniel R. Elliott III
Chairman

cc: Lucille Marvin, Director, Office of Public Assistance, Governmental Affairs,
and Compliance