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Via Federal Express
Acting Secretary Anne K. Quinlan
Surface Transportation Board
395 E Street, SW
Washington, D.C. 20423-0001

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Office of Proceedings

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Public Record

Dear Secretary Quinlan

Re: *Ex Parte 677 – Common Carrier Obligations of Railroads*

Norfolk Southern Corporation carefully listened to the comments of the Board during the above captioned hearing. Among other things, we noted two comments: (i) a request by Chairman Nottingham that railroads train their employees of the railroads' obligations under the common carrier obligation and (ii) a comment by Commissioner Buttrey about customer service and the attitude with which railroads conduct their business.

I am pleased to report that Norfolk Southern recently completed our annual legal review day, which was attended by over 90 members of the NS Marketing Department. Both of these issues again were addressed during the course of that four-hour session.

Respectfully submitted,