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September 30, 2013

His Worship Roy Avis  
Mayor  
320 Portage Avenue  
Fort Frances, ON P9A 1A5

Dear Mayor Avis:

*Dear Mayor Avis*

Maintaining good relationships with the communities in which we operate is an ongoing priority for us all at CN. We are very proud of our role as a backbone of the North American economy, and we recognize that we have a responsibility to have open and direct lines of communications with you our neighbours on a variety of subjects of importance to you.

That is why we are pleased to send you this year's *CN in the Community* publication. The booklet describes some of the many ways that CN interacts with communities across its entire network, through meetings, discussions and support in the community through our sponsorships and donations, and how CN responds to questions and concerns that come in to the company through our Public Inquiry Line – a major point of contact between CN and the general public. We remind you that you may contact us at any time by phone at 905-669-3065 or by email at [lindsay.fedchyshyn@cn.ca](mailto:lindsay.fedchyshyn@cn.ca).

The need for open and continuous communication between CN and the communities along our network has been put into sharp focus with the tragic derailment and explosion of a freight train in Lac Mégantic on July 6, 2013. While this was not a CN train, the tragedy reinforced the need for all railroads to maintain ongoing dialogue with their neighbours. Since July 6, CN has reached out to civic and other leaders across Canada and the United States, sending information on how CN handles Dangerous Goods, how communities can obtain information on Dangerous Goods moving through their jurisdictions and how CN helps municipal agencies obtain emergency response training.

Over the years, CN has learned that communication is not a tap that you can turn on and off. Communication has to be a steady, two-way flow of dialogue between stakeholders. *CN in the Community 2013* is part of our ongoing commitment to communication with you.

Yours sincerely,

*Sean*  
Sean Finn

Encl.

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G. TREFTLIN