

November 14, 2017

The Honorable Ann Begeman  
Acting Chairman  
United States Surface Transportation Board  
395 E Street, SW  
Washington, DC 20423

The Honorable Deb Miller  
Commissioner  
United States Surface Transportation Board  
395 E Street, SW  
Washington, DC 20423

Dear Acting Chairman Begeman and Commissioner Miller:

On behalf of the Rail Customer Coalition (RCC) the undersigned organizations would like to thank you again for holding the October 11 Listening Session on CSX service issues. RCC members are major transportation stakeholders and the largest users of freight rail. They account for more than half of the total volume of cargo shipped by rail and generate more than three quarters of the revenues collected by the railroads. The RCC requests a follow up meeting with you to further discuss these issues that are so important to our members.

At the listening session, shipper organizations and companies provided the Board with numerous real world examples of how CSX service failures are negatively impacting just about every segment of our economy and operations across the country. And while CSX might be optimistic that its problems are largely behind it, the Board should know that many shippers are continuing to experience significant problems. This includes major service changes with little notice, missed switches and poor communication on delivery status. With CSX closing additional yards since the listening session, rail customers remain very concerned about the resiliency of the rail network to meet customer demand now and into the future.

In addition to detailing widespread service disruptions, many shippers urged the Board to move forward with several proactive measures to address these ongoing problems and help mitigate the next crisis. These actions include having the Board utilize the authority provided by Congress to investigate the root causes of the CSX service failures, implementing an expedited process to provide alternative service options, reporting meaningful and consistent service metrics and adopting regulatory reforms such as reciprocal switching, which would provide customers to greater access to competitive options.

The RCC would like to request a meeting with each of you to provide an update on continuing and in some cases deteriorating CSX service conditions, and to discuss actions the Board could take that would fix the underlying problems.

Thank you for your consideration of this meeting request. Please contact Jeff Sloan at the American Chemistry Council (202/249-6710; [jeffrey\\_sloan@americanchemistry.com](mailto:jeffrey_sloan@americanchemistry.com)) to discuss potential dates and meeting details.

Sincerely,

Agricultural Retailers Association

Alliance of Automobile Manufacturers

Alliance for Rail Competition

American Bakers Association

American Chemistry Council

American Farm Bureau Federation

American Forest & Paper Association

American Malting Barley Association

American Petroleum Institute

Association of Global Automakers

The Chlorine Institute

Corn Refiners Association

The Fertilizer Institute

Glass Packaging Institute

Grocery Manufacturers Association

Independent Lubricant Manufacturers Association

The Institute of Scrap Recycling Industries

International Warehouse Logistics Association

Louisiana Chemical Association

National Association of Chemical Distributors

National Farmers Union

National Industrial Transportation League

Plastics Industry Association

Plastic Pipe and Fittings Association

Private Railcar Food and Beverage Association

Freight Rail Customer Alliance

Southeastern Lumber Manufacturers Association

The Sulphur Institute

Steel Manufacturers Association

Vinyl Institute