



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

February 12, 2018

Mr. Cal Dooley
President and CEO
The American Chemistry Council
700 2nd Street, NE
Washington, DC 20002

Dear Mr. Dooley:

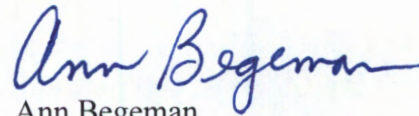
Thank you for your letter on behalf of the American Chemistry Council (ACC) sharing ACC's informal survey results and other concerns regarding rail service by CSX Transportation, Inc. (CSX). I always appreciate receiving your and your members' insight and recommendations.

As you know, the Board has been closely monitoring CSX's service performance after CSX's implementation of a new operating plan began to result in widespread disruptions last summer. In this effort, the Board relies on direct input from shippers, CSX, and other stakeholders to inform whether and how these monitoring activities should proceed. You may recall that, during the meeting held last month with a large group from the Rail Customer Coalition, I indicated that the Board's Rail Customer and Public Assistance (RCPA) office will quickly bring any specific service issues raised with us to a carrier's attention (provided the shippers agrees) and then RCPA will work with the shipper and carrier to resolve the problem as swiftly as possible. Since our January meeting, RCPA has received very few calls regarding CSX's service, unlike last summer and fall. I hope that you will urge the four companies that you reference as examples in your letter, and any other shipper experiencing service problems, to contact RCPA at 202-245-0238. The RCPA staff stands ready to work with shippers and CSX so that any service problems brought to their attention can best be addressed.

You may be interested to know that I recently met with Mr. James Foote, CSX's new President and Chief Executive Officer. I appreciated that Mr. Foote clearly acknowledged the service problems that have occurred and stressed that CSX is working to address service issues and restore customer confidence. CSX's weekly metrics have shown significant improvements during the last few months, and I am hopeful that CSX's service and communication will continue trending in a positive direction. At this time, and as I expressed to Mr. Foote, I believe it is appropriate to continue the Board's oversight. The status of the Board's monitoring, and whether it should be altered, will be evaluated after the first quarter.

Again, thank you for your letter and suggestions. Please know that I am always interested in hearing ideas about how the Board can improve our agency's processes for the benefit of Board stakeholders and the public.

Sincerely,

A handwritten signature in blue ink that reads "Ann Begeman". The signature is written in a cursive, flowing style.

Ann Begeman
Acting Chairman