

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) to discuss potential dates and meeting details.

Sincerely,

Agricultural Retailers Association	The Institute of Scrap Recycling Industries
Alliance of Automobile Manufacturers	International Warehouse Logistics Association
Alliance for Rail Competition	Louisiana Chemical Association
American Bakers Association	National Association of Chemical Distributors
American Chemistry Council	National Farmers Union
American Farm Bureau Federation	National Industrial Transportation League
American Forest & Paper Association	Plastics Industry Association
American Malting Barley Association	Plastic Pipe and Fittings Association
American Petroleum Institute	Private Railcar Food and Beverage Association
Association of Global Automakers	Freight Rail Customer Alliance
The Chlorine Institute	Southeastern Lumber Manufacturers Association
Corn Refiners Association	The Sulphur Institute
The Fertilizer Institute	Steel Manufacturers Association
Glass Packaging Institute	Vinyl Institute
Grocery Manufacturers Association	
Independent Lubricant Manufacturers Association	