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To whom it may concern:

My name is Andrea Stevenson and I am the Logistics Coordinator for Hi Plains Feed, LLC in Garden City, KS. I have been dealing with the BNSF for almost 6 years. I have become very distrusting of the rail. It seems that customer service and the local rail crew don't have a very good understanding of each other. I have been having issues with crews for the entire 6 years I have been with this company. The most recent issue occurred last week (April 2nd). I was told 2 times by customer service that I would receive a switch after I had filed an escalation report in order to prevent our plant from shutting down. I was told two times by customer service and two times by our substitute rail master (ours was on vacation at the time) that I would receive a switch Wednesday the 2nd. I never received one. I called customer service and our rail master again on Thursday the 3rd and was told we would get our switch 1st thing that morning. Our switch arrived around 1 pm that day.

We also have an issue of cars not being placed at our facility for 2 weeks or more after being placed in Garden City. The longer our product sits in the railcar, the more difficult it becomes to unload. I have repeatedly asked that we get our oldest cars first, and every few months it occurs that I have a few cars sit in the rail yard for 2 or more weeks until I get them in to our facility.

Customer service is very nice, but they seem to say things that only sound like they will help. The rail crew doesn't seem to understand much of what procedures need to be followed when placing cars or switching cars out. I have spent many hours trying to get credits or void out invoices for switching bills that have occurred due to the rail crew's neglect, not ours.

I have learned that the BNSF really has their own hours and timeframe and don't care about their customers. It's difficult to run a business when the rail is such an intricate part of our business but they aren't reliable.

Thank you for your time,

A handwritten signature in black ink that reads "Andrea M. Stevenson". The signature is written in a cursive, flowing style.

Andrea M Stevenson