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Ms. Cynthia Brown
Chief, Section of Administration
Office of Proceedings
Surface Transportation Board
395 E Street, S.W.
Washington, D.C. 20423-0001

April 8, 2014

Re: STB Docket No. EP 724, United States Rail Service Issues

Dear Ms. Brown:

I regret to inform you that I will not be able to attend the hearing due to travel restrictions, but if it is possible would like to have our opinion entered on record.

I represent the logistics group for West Linn Paper, who is a paper manufacturer in Portland Oregon that depends on rail service for raw materials (pulp, starch, clay and latex) and for the shipping of our product to the Midwestern part of the country. We ship heavily into Illinois, Wisconsin and Minnesota. We depend on 100 plus railcars per month to be competitive with the other US Manufacturers.

West Linn is the last coated paper US manufacturer on the West Coast. Our success depends on affordable transportation to the Midwest. If we fail to be competitive in the Midwest we fail.

The last 6 months the BNSF has failed to deliver product to our 2 major Distribution Centers, one in Fridley MN and Hodgkins IL, both of these facilities are direct served by BNSF. Service times have taken as long as 33 days (normally 12 day transit). We have had several printers just cancel the order as we were totally unable to tell the printer when to expect the cars. Some of this paper is still sitting in the warehouse at our expense.

We have had to move over 30 car loads to intermodal loads and pay for premium service. This extra 15 to 20% in transportation expenses has been crippling to our costs, not to mention the main carrier is JB Hunt who rides the BNSF trains and has also had service disruptions that adversely affected our customers. We have lost business due to our inability to timely service the Midwest.



The BNSF failures although compounded by weather are not the main issues. We have had services issues here in Vancouver just getting cars from their Vancouver Terminal (3 Miles). Excuses of crew shortages and power shortages are used. We believe that manifest service has been replaced by oil trains and that is cause for alarm as the whole infrastructure of the nation's transportation system is at risk.

We have had always had a great relationship with BNSF and we are committed to their success but we need help.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Dalesandro". The signature is fluid and cursive, with a large initial "S" and "D".

Scott Dalesandro

General Manager