



500 Water St., C900  
Jacksonville, FL 32202

September 9, 2022

The Honorable Martin Oberman, Chairman  
United States Surface Transportation Board  
395 E Street SW  
Washington, DC 20423

RE: National Waste & Recycling Association Non-Docketed Correspondence

Dear Chairman Oberman:

I am writing in reference to the September 1, 2022 letter submitted to the Surface Transportation Board (STB) by the National Waste & Recycling Association (NWRA) concerning CSX service in the northeast region and more particularly in our Selkirk, NY yard.

CSX is already engaged with NWRA regarding the concerns expressed in their letter. On September 1, before the letter was posted to STB's website, a cross-functional CSX team held a productive call with NWRA representatives and a NWRA member company. On that call, the CSX team listened to specific issues and shared what we are doing to address the challenges and provide improved service, both at Selkirk and throughout New England. We have also offered NWRA some dates for an in-person meeting later this month to continue our constructive dialogue. In the interim, CSX has modified how waste traffic is blocked in order to enhance service for waste shippers at Selkirk.

As mentioned by Jamie Boychuk, CSX Executive Vice President – Operations in his September 1, 2022 letter to you, crew shortages have been the root cause of the service issues experienced in certain regions of our network. Selkirk in particular endured an unusual surge in vacation entitlements this year, with a vacation rate double the typical rate for the period immediately preceding Labor Day. As Mr. Boychuk noted, we expect these entitlements and resultant crew shortages to ease now that the Labor Day weekend has passed.

As Mr. Boychuk noted, we are also diligently working to support our Selkirk crew base. Last week, ten Train & Engine employees relocated to Selkirk on a temporary basis to provide additional service support, and we anticipate another ten T&E to relocate to Selkirk this week. We also currently have seven new-hire conductors training on the job in the Selkirk zone, three more in training at our REDI center, and an additional seventeen new hires scheduled soon to enter training at the REDI center.

As a result of the above-described efforts, we are already seeing service improvements at Selkirk. We expect continued steady improvement for our operations through Selkirk as the month progresses, and will continue to keep our customers, including NWRA, informed as fluidity is restored.

Please do not hesitate to let me know should you like to further discuss or have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Boone".

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Kevin Boone, EVP, Sales and Marketing