



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

Office of the Vice-Chairman

February 20, 2018

Mr. Cal Dooley
President and Chief Executive Officer
American Chemistry Council
700 2nd Street, NE
Washington, DC 20002

Dear Mr. Dooley:

Thank you for your letter updating me on some of the recent experiences of American Chemistry Council members regarding CSX Transportation (CSXT) service. I can appreciate how frustrating it has been for your members that have incurred additional expenses and lost business as a result of the service breakdown.

As you are likely aware, I met with James Foote, Chief Executive Officer of CSXT, and other members of CSXT management on February 1, 2018, to discuss the state of CSXT service. Mr. Foote provided a report on the progress that CSXT has made in improving service. Notably, Mr. Foote referenced the improvement in the service metrics tracked by the Board. Those metrics do indeed indicate that CSXT service is stabilizing. However, as metrics alone do not always tell the full story, I noted my concern to the CSXT team about issues that I continue to hear from CSXT customers, including troubles with local switching, failure to provide advanced notice of operational changes that could impact shippers' service, and a lack of responsiveness to customers that raise service issues.

Based on our meeting, I believe that the CSXT team is taking these concerns seriously and will make greater efforts to address them. I am hopeful that such efforts, along with the progress that CSXT is already making, will ultimately lead to a return to consistent and acceptable service. However, please be assured that I will continue to engage with CSXT and push for improvement until I am convinced that its service has sufficiently recovered. Should customers experience service issues in which they require immediate action, I would encourage them to contact the Board's Rail Customer & Public Assistance program. Please also continue to have your members keep me informed of their service experience.

Sincerely,

Deb Miller
Vice Chairman