

Surface Transportation Board
395 E. Street Southwest
Washington D.C. 20423

RE: EP 770 Rail Service Hearing

Dear Chairman Oberman,

As a former grain elevator manager, with 38 years of experience, I want to attest to the fact that poor train service is not due to Covid-19. Prior to Covid-19, the elevators I managed were subjected to receiving cars long after placement advice or just as bad, trains showing up early and we didn't have a rested crew. Car spots were marginal at best. Our crews either respotted or called for railroad help. Many times we were expected to work with substandard equipment which neither was safe nor efficient. Locks of many cars were broken, which resulted in leaking cars and negatively impacted profits. During the Bakken oil boom, grain elevators took a backseat to oil trains.

I've heard and read about Precision Scheduled Railroading (PSR) it is doubtful that this will improve or enhance performance. Class I railroads have eliminated employees, directly impacting safety and performance. Increasing length of trains may add to delays and bigger isn't always better.

Please take my experience for what it is; insight into what is currently happening. Poor customer service, from Class I railroads, is not a new issue. This is coming to light because PSR principles have stripped Class I railroads of any insulation and they can no longer pretend that they are here to serve customers. Class I railroads have made it clear that shareholders and profits are the only concern. I don't disagree with profits or happy shareholders, but safety of employees and customer satisfaction are also important factors in achieving profit goals.

Sincerely,

Ted Warehime