



Member of the Board

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

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The Honorable Todd Rokita
U.S. House of Representatives
2439 Rayburn House Office Building
Washington, DC 20515

Dear Representative Rokita:

Thank you for your letter regarding the service impacts of CSX Transportation, Inc.'s (CSX) recent operational changes on rail shippers in your district. I appreciate knowing your views on this very important matter.

The Surface Transportation Board (STB or Board) shares your concerns regarding CSX's rail service problems and has taken several actions in response. In late July, the STB contacted CSX President and CEO E. Hunter Harrison, requesting that CSX begin weekly conference calls with Board staff to provide updates on critical operating issues impacting rail shippers. These issues include congestion at rail yards and gateways, interchange operations with other Class I railroads, availability of equipment and manpower, and service to customers with critical needs. Last month, the STB asked CSX to provide specific data in advance of the weekly calls regarding certain key metrics, including train performance, car connection performance, hump and major yard performance, car availability, and gateway fluidity. Through the weekly calls and data, the Board is actively monitoring CSX's service performance and recovery efforts.

In addition, as you noted, the Board had scheduled a public listening session for this week (September 12, 2017), at the STB's Headquarters here in Washington, DC, to hear from CSX about its efforts to improve service. Rail shippers and other stakeholders were also invited to report on the impact of rail service problems and their experiences with CSX. However, last week we postponed the listening session due to the threat posed by Hurricane Irma, but intend to reschedule the session as soon as practicable. In the meantime, please encourage your constituents to bring service concerns to the Board's attention by contacting our Rail Customer and Public Assistance Office at 202-245-0238 or rcpa@stb.gov. Numerous rail shippers have utilized this office to expedite resolution of urgent service issues and to help increase CSX's awareness about particular service problems. The Board will continue to closely monitor the situation on CSX's network and may take additional steps as necessary.

Again, Representative Rokita, thank you for contacting me to ensure the Board's awareness of how shippers in your district are being impacted by CSX's service issues. Please be assured we will continue to work with CSX and impacted rail shippers until acceptable service levels are

restored. If you have any further questions or concerns, please contact me at 202-245-0200 or Lucille Marvin, Director of the Office of Public Assistance, Governmental Affairs and Compliance, at 202-245-0238.

Sincerely,

A handwritten signature in blue ink, reading "Ann Begeman". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Ann Begeman
Acting Chairman