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ENTERED
Office of Proceedings
October 16, 2017
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Public Record

October 5, 2017

The Honorable Ann D. Begeman, Acting Chairman
United States Surface Transportation Board
395 E Street, S.W.
Washington D.C. 20423

The Honorable Daniel R. Elliott III, Vice Chairman
United States Surface Transportation Board
395 E Street, S.W.
Washington D.C. 20423

The Honorable Deb Miller, Member
United States Surface Transportation Board
395 E Street, S.W.
Washington D.C. 20423

RE: EP 742 Public Listening Session Regarding CSX Transportation, Inc.'s Rail Service Issues

I can say, that as an off-line customer, CSX service is critical to our business and hauls at least 75% of NDM business to the Eastern US, particularly the NE US – by far our largest markets. NDM traffic is interchanged from BNSF to CSX in Chicago and NDM has not experienced significant deterioration of service regarding transit times to any destination in the eastern US overall, from MA to FL. There have been spot issues regarding delivery of rail cars in select locations, particularly Avon, but those issues have been addressed by CSX Marketing/Sales and operating personnel to avoid curtailing production for any NDM customers. While the turbulence and disruption caused by the change in CSX operating practices and policies has driven an increased workload and require additional scrutiny of NDM customer rail car pipelines, we believe that CSX is making significant progress in implementing precision railroading and expect CSX will make every effort to avoid impacting our customers operations negatively. NDM has not diverted any rail traffic from CSX to a competitor at this point in time and we don't plan to.

Sincerely,

A handwritten signature in black ink that reads 'Mike Jones'. The signature is written in a cursive, flowing style.

Mike Jones
Transportation Manager