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Surface Transportation Board
395 E Street, S.W.
Washington, DC 20423-0001

RE: Docket No. EP 742, CSX Transportation, Inc.'s Rail Service Issues

Members of the Surface Transportation Board:

Thank you for the opportunity to speak at the Public Listening Session to express my concerns with on-going CSX Transportation, Inc.'s (CSXT) service issues and the impact these issues have on my company. This statement is being submitted to supplement the verbal testimony that I gave at the Listening Session.

I am Bill Scott, Vice President of Collum's Lumber Products, LLC in Allendale, SC. We are a family owned company that is currently owned and operated by the third generation. The fourth generation is heavily involved and preparing to take over. We manufacture Southern Yellow Pine dimensional lumber and utility poles. We currently employ approximately 250 local residents and are in the process of expanding production and adding to our workforce. Indirectly, Collum's impacts another 100 to 150 employers and their employees within the logging industry. At our current production rate, we make about 190 million board feet of lumber annually, meaning we are larger than the average Southern Yellow Pine mill. The on-going CSXT service issues we have been facing are hindering our ability to move more lumber and create even more jobs in our rural community.

As highlighted in my verbal statement at the Listening Session, I have not been provided regular, dependable service since the CSXT has implemented its Precision Scheduled Railroading plan. In addition to orders not being filled as entered into CSXT's computerized scheduling system, the lack of communication and apparent confusion within CSXT's own personnel has exacerbated the problem. I have attached emails to this document that show how our scheduled service dates were changed in June and again in July, with no prior notice. This led to my company scrambling to find trucks to fill the sudden void that CSXT's failure left in our supply chain. These last-minute changes cause my company to lose both time and money, in addition to the frustration these failures cause our customers.

During the hearing, our panel was asked whether service provided by CSXT has improved in recent weeks. It absolutely has not improved for Collum's Lumber Products. In addition to the aforementioned emails, I have attached a report that show CSXT failed to make a scheduled switch just last week.

The on-going issues with CSXT rail service are causing delays, confusion, lost production and thousands of dollars in unnecessary costs for lumber mills and all of our customers. As a single site family owned company, CSXT is the only option that we have to ship by rail. We need CSXT to correct their shortcomings immediately so that we can efficiently service our customers and successfully operate our companies. CSXT's CEO, Hunter Harrison, said that he would like to come back to update the Board on the progress that CSXT is making to rectify the on-going issues that its customers have been forced to work through in recent months. I request that the Board also invite stakeholders to attend any meeting with Mr. Harrison so that the Board is able to hear from both sides on whether CSXT is making improvements as promised.

I appreciate the Board addressing these concerns, and I hope CSXT will take the proper steps to implement reliable rail service as quickly as possible.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bill Scott', with a long horizontal flourish extending to the right.

Bill Scott
Vice President
Collum's Lumber Product's, LLC

Josh Harter

From: ShipCSX@csx.com
Sent: Sunday, June 18, 2017 10:08 AM
Subject: Order Placed on NonService Day

[CSX Home](#) [ShipCSX Home](#)

ShipCSX

Dear Josh Harter

The following day(s) are no longer scheduled service day(s) at your location. The quantities on these day(s) have been changed to zero. Please login to ShipCSX to adjust your order quantities as necessary.

Monday 06/19/17

Wednesday 06/21/17

Friday 06/23/17

Saturday 06/24/17

Location: COLLUMS LUMBER PRODUCTS LLC ,ALLENDAL E , SC

Car Type: FOREST PRODUCTS|FP CENTERBEAM FLATS

Order Number: CO955016

Week of: 06/19/17 - 06/25/17

Original Quantity:	M	T	W	T	F	S	S
	0	0	1	0	0	0	0
Current Quantity:	M	T	W	T	F	S	S
	0	0	0	0	0	0	0

You can use this [Order Calendar](#) link to open the calendar and review or modify all your orders for this car type.

Thank you,

The ShipCSX Team

1-877-ShipCSX

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Total Control Panel

[Login](#)

To: jharter@collumlumber.com
From: shipcsx@csx.com

Message Score: 1
My Spam Blocking Level: Medium

High (60): Pass
Medium (75): Pass
Low (90): Pass

[Block](#) this sender
[Block](#) csx.com

This message was delivered because the content filter score did not exceed your filter level.

Josh Harter

From: ShipCSX@csx.com
Sent: Sunday, July 2, 2017 10:08 AM
Subject: Order Placed on NonService Day

[CSX Home](#) [ShipCSX Home](#)

ShipCSX

Dear Josh Harter

The following day(s) are no longer scheduled service day(s) at your location. The quantities on these day(s) have been changed to zero. Please login to ShipCSX to adjust your order quantities as necessary.

Tuesday 07/04/17

Thursday 07/06/17

Saturday 07/08/17

Sunday 07/09/17

Location: COLLUMS LUMBER PRODUCTS LLC ,ALLENDALE , SC

Car Type: FOREST PRODUCTS|FP CENTERBEAM FLATS

Order Number: CO955697

Week of: 07/03/17 - 07/09/17

Original Quantity:	M	T	W	T	F	S	S
	0	0	0	2	0	0	0
Current Quantity:	M	T	W	T	F	S	S
	0	0	0	0	0	0	0

The following day(s) are no longer scheduled service day(s) at your location. The quantities on these day(s) have been changed to zero. Please login to ShipCSX to adjust your order quantities as necessary.

Tuesday 07/11/17

Thursday 07/13/17

Saturday 07/15/17

Sunday 07/16/17

Location: COLLUMS LUMBER PRODUCTS LLC ,ALLENDALE , SC

Car Type: FOREST PRODUCTS|FP CENTERBEAM FLATS

Order Number: CO955698

Week of: 07/10/17 - 07/16/17

Original Quantity:	M	T	W	T	F	S	S
	0	0	0	2	0	0	0
Current Quantity:	M	T	W	T	F	S	S
	0	0	0	0	0	0	0

You can use this [Order Calendar](#) link to open the calendar and review or modify all your orders for this car type.

Thank you,

The ShipCSX Team

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Check Car Supply

[Order Cars](#)
[View Order History](#)
[Manage Car Types](#)
[Set Options](#)
[Our Policies](#)

Car Supply Status

[Contact CSX](#)

Check the supply of cars at your plant, in the CSX serving yard, or moving to you. The table calculates a fulfillment snapshot by subtracting the placed, planned and rejected from your order quantity.

Location and Car Type

[Help](#)

Car supply information based on the following location and car type.

Location: COLLUMS LUMBER PRODUCTS LLC (1723 BARNWELL HWY, ALLENDALE, SC)

Car Type: FOREST PRODUCTS | FP CENTERBEAM FLATS

Car Supply Status

[Help](#)

Clicking an underlined number in the table links you to detail for the cars.
Orders will have an order number.

On hand at your facility : 0
This week: 09/18/17 Order #: CO960387
Next week: 09/25/17 Order #: CO960816

Order	EA	Mo	Tu	We	Th	Fr	Sa	Su	Total	EA	Mo	Tu	We	Th	Fr	Sa	Su	Total
-	-	-	x	1	x	1	x	x	2	-	-	x	2	x	-	x	x	2

Cars Placed

Empties	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-
Reloads	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-
Total Placed	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-

Cars Planned

CP'd	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-
At CSX Yard	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-
En Route	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-
Predicted Cars	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	1	1	2
Total Planned	-	-	x	-	x	-	x	x	-	-	-	x	-	1	1	1	1	2

Cars Rejected

-	-	-	x	-	x	-	x	x	-	-	-	x	-	x	-	x	x	-
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Total Supply

-	-	-	x	-	x	-	x	x	-	-	-	x	-	1	1	x	x	2
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Order

-	-	-	x	1	x	1	x	x	2	-	-	x	2	x	-	x	x	2
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Surplus / Short()

-	-	-	(1)	-	(1)	-	-	(2)	-	-	-	(2)	1	1	-	-	0
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[Check Car Supply](#) [Order Cars](#) [View Order History](#) [Manage Car Types](#) [Set Options](#) [Our Policies](#)

Order History List

[Download Order History File](#)

For access to all your car orders for the last 12 months, use the drop-down fields to select the information you'd like to see then click the 'GO' button. Sort the data by clicking on a column header. For details of a particular order, select the 'View' link on that row.

Location

Car order history based on location.

Location: COLLUMS LUMBER PRODUCTS LLC (1723 BARNWELL HWY, ALLENDALE, SC)

Order History

Total Orders: 4

Select the information you'd like to see then click the 'GO' button.

Show: [Orders](#)  [Last 4 Weeks](#)  [GO](#)

	Car Type	Order	Ver	Status	Week 	Weekly Ordered	Weekly Makes
View	FOREST PRODUCTS FP CENTERBEAM FLATS	CO961356	01	Open	10/09/17 10/22/17	2	0
View	FOREST PRODUCTS FP CENTERBEAM FLATS	CO961131	01	Open	10/02/17 10/15/17	3	1
View	FOREST PRODUCTS FP CENTERBEAM FLATS	CO960816	00	Expired	09/25/17 10/08/17	2	1
View	FOREST PRODUCTS FP CENTERBEAM FLATS	CO960387	01	Expired	09/18/17 10/01/17	2	0

▲ ▼ = Indicates the column is sorted in ascending or descending order. Click on column name to sort or change sort direction.

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