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September 26, 2017

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

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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**

My name is Jeffrey R. Brashares and I am currently the Senior Vice-President of Sales and National Accounts for SunteckTTS, a \$1 billion 3PL headquartered in Jacksonville, Florida.

I have been associated with companies that have been Intermodal customers (IMC/3PL) of the CSX and their predecessor lines/companies for more than 35 years.

I am sure, we are not the first to tell you that during this past Summer we did in fact, have many service challenges on the CSX. The Southern tier was most affected which included Memphis-Nashville-Atlanta and Jacksonville.

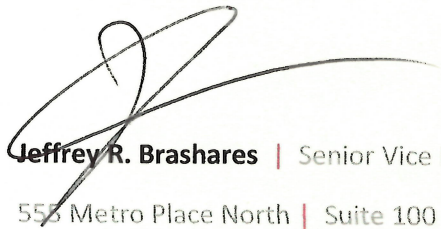
Interesting enough, where more than 50% of our SunteckTTS Intermodal business rides-on the Northern Tier: Chicago to New England, there was nary an issue. Service there, continued to perform as normal with no noticeable changes or delays.

Communication is now more frequent (beginning in August) with network updates on both Precision Railroading and the clean up after the storm. This is a welcome change from May and I expect going into Fall Peak, as volume increases, communication on the network will continue to be sent on a regular basis, from Jacksonville.

CSX, and all the other rails for that matter, have done a phenomenal job of recovery after the two hurricanes and are to be congratulated for not only their clean-up effort, but their over communication as well.

Obviously, it will take some time to get the CSX network back in shape. With the changes that have been made so far, I believe it's too late, to turn back now. Forging ahead with the current plan, which seems to be working much better, should be the most likely course.

Respectfully submitted,



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