



Member of the Board

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

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The Honorable Kay Ivey
Governor of Alabama
600 Dexter Avenue
Montgomery, Alabama 36130

Dear Governor Ivey:

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

We share your concerns regarding CSX's rail service problems, and as a result, the Surface Transportation Board (STB or Board) 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, the Board had scheduled a public listening session for this week (September 12, 2017), at the STB's Headquarters 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, we encourage CSX customers to bring service concerns to our attention by contacting the Board's Rail Customer and Public Assistance Office at 202-245-0238 or rcpa@stb.gov. Numerous rail shippers, including several from Alabama, 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.

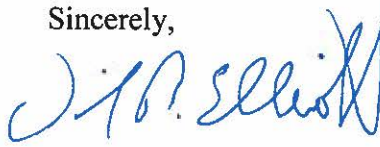
Thank you again for reaching out to us on behalf of your constituents to ensure our awareness of how shippers in Alabama are being impacted by CSX's service issues. Please be assured we will continue to work with CSX and impacted rail shippers until acceptable service levels are

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

Sincerely,



Ann Begeman
Acting Chairman



Daniel R. Elliott
Vice Chairman



Deb Miller
Board Member