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September 29, 2017

The Honorable Ann D. Begeman, Acting Chairman
The Honorable Daniel R. Elliott III, Vice Chairman
The Honorable Deb Miller, Member
395 E Street, S.W.
Washington, D.C. 20423

ENTERED
Office of Proceedings
September 29, 2017
Part of
Public Record

re: EP 742 Public Listening Session Regarding CSX Transportation, Inc. Rail Service Issues

Dear Ladies and Gentlemen:

Thank you for the opportunity to tell you of the great success CSX has had recently with servicing our needs.

We have two aggregate distribution yards; Atlanta and Cartersville, Ga. We primarily supply ready-mix concrete companies but have very strong competition by truck. We have a three year CSX contract and have 106 private hopper cars.

Until April of this year we were serviced by two 53 car unit trains. The cars turned in about 8 days. Our needs were met. At this time the new management discontinued our unit trains and service deteriorated immediately. Car turns doubled and our inventories disappeared.

Now, rail service is BETTER than it has ever been in our 30 year history. I would never dreamed that the new operating plan could result in car turns of as low as 4 days. Our inventories are full and now we have need for more sales to keep up with CSX.

As I'm sure CSX performance has improved across the board, I attribute this to the dedication of all CSX employees that we have worked with through this. We have been blessed with more attention to our needs than I could only imagine. From conductors, sales and marketing, customer service and operations all the way to Vice-Presidents we have seen major concern and dedication. This included regular conference calls with all concerned CSX managers.

In short, we're very fortunate to be partners with CSX. Our experience couldn't be better and our outlook is now very exciting.

I can provide proof of anything I've said or add to it by e-mail or a call to my cell; 404-358-7801.

Sincerely, Randolph C.

Willingham, Pres.
Sand-Rock Transit, Inc.
Agg-Tran, LLC

1000 Huff Rd; Atlanta, GA 30318-