



Member of the Board

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

January 30, 2018

Mr. Eric R. Byer
President
National Association of Chemical Distributors
1560 Wilson Blvd., Suite 1100
Arlington, VA 22209

Dear Mr. Byer:

Thank you for your recent letter regarding rail service problems experienced by members of the National Association of Chemical Distributors and their supply chain partners with respect to CSX Transportation, Inc. (CSX). I appreciate knowing your views.

As you know, the Surface Transportation Board (Board) has been closely monitoring CSX's rail service performance after CSX's implementation of a new operating plan began to cause widespread service disruptions. Most recently, on December 14, 2017, the Board asked CSX for a written update on the state of its network and its progress in restoring reliable rail service, including additional information on key performance metrics. The Board also requested that CSX inform the Board of any significant operating changes that are expected in 2018, along with projected timelines and how such changes will be timely communicated to affected shippers or other railroads. CSX submitted a written response on January 3, 2018, which is posted on the Board's website.

Several of CSX's service metrics have shown improvement in recent months, although the reliability of CSX's local service and last mile performance remains of concern. The Board's Rail Customer and Public Assistance (RCPA) office receives performance data and hold calls with CSX's senior management on a weekly basis. I also plan to meet with CSX's new President and Chief Executive Officer, James Foote, later this week to discuss his new role and plans for improving CSX's service for its customers.

In addition, to the extent that your members experience disruptions in rail service or other service issues, I hope that you will encourage them to promptly contact RCPA at 202-245-0238. This office has been particularly effective in working with shippers to quickly and efficiently resolve service complaints on an informal basis.

Finally, I want to thank you for your recommendation of Mr. Matthew Brainerd as a candidate to serve on the Board's Railroad-Shipper Transportation Advisory Council (RSTAC). We received a number of nominations in response to the Board's notice, making the decision regarding who

should fill the vacancies very difficult. I found Mr. Brainerd's qualifications very impressive, and am pleased to inform you that Mr. Brainerd has been appointed to serve on RSTAC for a three-year term. Please know that the Board appreciates your association's strong interest in RSTAC.

Sincerely,

A handwritten signature in black ink that reads "Ann Begeman". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Ann Begeman
Acting Chairman