

## **STB REQUESTS SERVICE REPORTING FROM CSX IN LETTER TO HUNTER HARRISON**

Today the Surface Transportation Board sent a letter to Hunter Harrison, Chief Executive Officer of CSX Transportation, Inc., expressing concerns about deteriorated service resulting from the railroad's recent operating changes. The Board has received a number of informal complaints from CSX customers and industry stakeholders regarding increased transit times, unreliable switching operations, inefficient car routings, poor communications and coordination with CSX customer service, and acute disruption to customers' business operations. The Board also met this week with senior CSX officials in Washington, DC.

In the letter, the Board requests that CSX report its plan to restore reliable service to its shippers in weekly calls with the Board's Rail Customer and Public Assistance program. Specifically, CSX is expected to provide an overview of its operations, including congestion at critical yards and gateways, interchange operations with other Class I railroads, availability of equipment and manpower, local spot and pull reports, and service to customers with critical needs. The Board also requests that CSX establish a customer service hotline and provide frequent operations updates directly to customers.

The Board's Rail Customer and Public Assistance program provides STB stakeholders with access to informal assistance with any type of rail-service-related transportation problems. The program is confidential and free to all users. To request assistance, interested persons may email [RCPA@stb.gov](mailto:RCPA@stb.gov) or call 202-245-0238 or (866) 254-1792.

To view the Board's letter to Mr. Harrison, click [here](#).

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