

Surface Transportation Board
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Washington D.C. 20423

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RE: EP 770 Rail Service Hearing

2022-04-21

Dear Chairman Oberman,

I thought you and The Board would find this recently posted info-graphic from my employer, Norfolk Southern, enlightening.



While Norfolk Southern acknowledges their “service product” is not where it needs to be, does anyone else besides me find it alarming how dismal the service actually is? Year to date, barely 50% of intermodal customers loads were available for pickup on time! The company's stated goal is [only] 84% “on time,” so it can be deduced that, for now, Norfolk Southern is satisfied with 16% of their intermodal customers not receiving their shipments “on time.” How is rail's share of intermodal shipments expected to grow given such shameful performance?

Even more egregious are the abysmal metrics and goals for merchandise, car load traffic. Barely a third of the customers have received their shipments “on time” this year, and the existing “goal” would leave 1/3 of the customers with expected late shipments.

Most disturbing is knowing Norfolk Southern and other railroads definition of “on time” exists within a “vacuum of time” they have created. Each railroad has their own self-proclaimed definitions of what constitutes an “on time” shipment. “On time” for an intermodal shipment may be within 1-6 hours of actually arriving within the promised delivery time. Worse, for merchandise and car load traffic, a railroad's definition of “on time” may be within a window of several hours or within a range of days when the car is actually placed for unloading at a customer.

Could you imagine the chaos and unpredictability if the rest of America's transportation supply network attempted to function with their own concepts of time and "on time?" Clearly, the railroads have found themselves "on the wrong track" with their profits and greed before people and customers mentality. America's Class 1 railroads have squandered any opportunity before them during the last 5 years to restore service levels and avoid hearings such as this one and the unwanted spotlight. They have demonstrated an utter disregard for their common carrier obligation to the nation and their customers. The railroads have disdain for their operating employees and treat them as a liability and nuisance. I strongly urge The Board to consider whatever meaningful regulations are necessary to put the nation's Class 1 railroads back on a customer focused track... with demonstrable and meaningful results. Our national economy and the remaining workforce depend upon immediate, corrective actions.

Respectfully,

Steve Broady /s/

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