

**SURFACE TRANSPORTATION BOARD**  
**QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS**

Date: June 30, 2018

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of formal service complaints received by the agency. *See* STB Reauthorization Act of 2015, sec. 6(b), Pub. L. No. 114-110 (2015). During the April 1, 2018 – June 30, 2018 period, the following formal service-related complaints were pending:

**Formal Service-Related Complaints:**

<b>Date Complaint Received</b>	<b>Type of Complaint</b>	<b>Title</b>	<b>Docket No.</b>	<b>Geographic Region</b>	<b>Complainant</b>	<b>Carrier(s) Involved</b>	<b>Resolution/Status</b>
1/19/2012	Failure to prioritize Amtrak trains over freight trains	National Railroad Passenger Corporation— Section 213 Investigation of Substandard Performance on Rail Lines of Canadian National Railway Company	NOR 42134	Midwest	National Railroad Passenger Corporation (Amtrak)	Canadian National Railway Company, Grand Trunk Western Railway, Illinois Central Railroad	Final rules regarding on-time performance standard issued 7/28/2016 in Docket No. EP 726. Petitions for judicial review of those rules filed by multiple parties and ultimately consolidated in the U.S. Court of Appeals for the Eighth Circuit.  Requests to hold the proceeding in abeyance and responses to Amtrak’s on-time performance data received 10/25/2016; reply to the motion to hold in abeyance received 11/10/2016.  Oral argument on the petitions for review of EP 726 held by the Eighth Circuit 2/8/2017.

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>Eighth Circuit vacated Board's EP 726 on-time performance final rule 7/12/2017.</p> <p>Amtrak and organizations representing passenger interests filed petitions for certiorari with the U.S. Supreme Court on 11/13/2017 and 11/14/2017, respectively.</p> <p>The U.S. Supreme Court denied the petitions for certiorari on 2/20/2018.</p> <p>Unopposed motion to dismiss complaint filed 3/29/2018.</p> <p>Decision dismissing complaint without prejudice served 4/13/18.</p>
2/27/2013	Application for terminal trackage rights	BNSF Railway Company— Terminal Trackage Rights—Kansas City Southern Railway and Union Pacific Railroad Company	FD 32760 (Sub-No. 46)	Louisiana	BNSF Railway Company	BNSF Railway Company, Union Pacific Railroad Company, Kansas City Southern Railway	<p>Decision granting BNSF's application for terminal trackage rights served 7/5/2016.</p> <p>Appeal filed with the U.S. Court of Appeals for the District of Columbia Circuit 9/1/2016. Appeal ordered to be held in abeyance by the D.C. Circuit 1/3/2017 to allow parties to reach agreement regarding certain terms and conditions.</p>

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>BNSF filed petition to establish conditions of use and compensation on 1/12/2018. Kansas City Southern filed motion to dismiss petition on 2/1/2018. BNSF replied to motion to dismiss on 2/21/2018. Additional pleadings by BNSF, UP, and KCS filed 2/21/2018, 3/5/2018; and 3/9/2018. BNSF replied to KCS and UP comments on 3/22/18. Decision denying KCS motion to dismiss served 5/1/2018.</p> <p>The parties agreed to participate in Board-sponsored mediation. Mediation initiated 5/15/18.</p>
11/17/2014	Failure to prioritize Amtrak trains over freight trains	National Railroad Passenger Corporation— Investigation of Substandard Performance of the Capital Limited	NOR 42141	Midwest, Mid-Atlantic	National Railroad Passenger Corporation (Amtrak)	CSX Transportation, Inc. (CSXT); Norfolk Southern Railway Company (NSR)	<p>NSR and CSXT filed motions to dismiss 1/7/2015.</p> <p>Final rules regarding on-time performance standard issued 7/28/2016 in EP 726. Petitions for judicial review of those rules filed by multiple parties and ultimately consolidated in the U.S. Court of Appeals for the Eighth Circuit.</p> <p>Amtrak revised on-time performance data submitted</p>

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>10/17/2016. Requests to hold the proceeding in abeyance and responses to Amtrak's on-time performance data received 10/25/2016; reply to the motion to hold in abeyance received 11/10/2016.</p> <p>Oral argument on the petitions for review of EP 726 held by the Eighth Circuit 2/8/2017.</p> <p>Eighth Circuit vacated Board's EP 726 on-time performance final rule 7/12/2017.</p> <p>Letters by NSR and CSXT requesting the Board act on their motions to dismiss received on 9/1/2017 and 10/13/2017, respectively.</p> <p>The Board granted two unopposed requests by Amtrak to extend the reply deadline to the motion to dismiss.</p> <p>Amtrak and organizations representing rail passenger interests filed petitions for certiorari with the U.S. Supreme Court on 11/13/2017 and 11/14/2017, respectively.</p>

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>The U.S. Supreme Court denied the petitions for certiorari on 2/20/2018.</p> <p>Amtrak filed letter 3/5/2018 stating it does not oppose NSR's and CSXT's requests for the Board to rule on their motions to dismiss.</p> <p>Decision dismissing complaint without prejudice served 4/13/18.</p>
3/31/2015	Unreasonable tariff and practices	North American Freight Car Association v. Union Pacific Railroad Company	NOR 42144	Nationwide	North American Freight Car Association; American Fuel & Petrochemicals Manufacturers; The Chlorine Institute; The Fertilizer Institute; American Chemistry Council; Ethanol Products, LLC d/b/a Poet Ethanol Products; Poet Nutrition, Inc.; and Cargill Incorporated	Union Pacific Railroad Company	Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received 1/26/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served 10/05/2017. In discovery.
12/19/2016	Unreasonable practice and violation of statutory obligation to	Valero Marketing & Supply Company v. Union Pacific	NOR 42150	Unspecified	Valero Marketing & Supply Company; and Valero Rail Partners, LLC	Union Pacific Railroad Company	Complaint filed 12/19/2016. Motion for abeyance received 1/6/2017; reply and motion to consolidate received 1/26/2017; motion to compel received 2/24/2017. Decision

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
	compensate car owners	Railroad Company					consolidating NOR 42150 with NOR 42152 and NOR 42144 served 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served 10/05/2017. In discovery.
12/30/2016	Unreasonable practice and violation of statutory obligation to compensate car owners	Tesoro Refining & Marketing Company LLC v. Union Pacific Railroad Company	NOR 42152	Unspecified	Tesoro Refining & Marketing Company LLC; Tesoro Great Plains Gathering & Marketing LLC; and Dakota Prairie Refining, LLC	Union Pacific Railroad Company	Complaint filed 12/30/2016. Motion for abeyance received 1/6/2017; reply and motion to consolidate received 1/26/2017; motion to compel received 2/24/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served 10/05/2017. In discovery.
8/1/2017	Unreasonable practice and violation of statutory obligation to compensate car owners	Arkema Inc. v. Union Pacific Railroad Company	NOR 42153	Unspecified	Arkema Inc.	Union Pacific Railroad Company	Complaint filed 8/1/2017. Union Pacific's motion to consolidate with NOR 42150, NOR 42152, and NOR 42144, received 8/9/2017; answer to the complaint (8/23/2017), reply (8/29/2017), and supplement to the motion to consolidate (9/8/2017) received. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served 10/05/2017. In discovery.

<b>Date Complaint Received</b>	<b>Type of Complaint</b>	<b>Title</b>	<b>Docket No.</b>	<b>Geographic Region</b>	<b>Complainant</b>	<b>Carrier(s) Involved</b>	<b>Resolution/Status</b>
5/1/2018	Unreasonable practice	Central Valley Ag Grinding, Inc., and Central Valley Ag Transport, Inc. v. Modesto and Empire Traction Company	NOR 42159	California	Central Valley Ag Grinding, Inc.; and Central Valley Ag Transport, Inc.	Modesto and Empire Traction Company	Complaint filed 5/1/2018. Petition for preliminary injunction and investigation filed 5/1/2018. Reply and motion to dismiss complaint filed 5/31/2018. Decision issuing preliminary injunction served 6/12/2018. Reply to the motion to dismiss filed 6/20/2018.
5/16/2018	Dispute over switching operations pending conclusion of related arbitration proceeding	Union Pacific Railroad—Petition for Declaratory Order and Preliminary Injunction	FD 36197	Washington	Union Pacific Railroad Company	BNSF Railway Company	Petition filed 5/16/2018. Reply received 5/30/2018.  Decision denying petition for declaratory order and preliminary injunction served 6/29/18.

**SURFACE TRANSPORTATION BOARD**  
 QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED  
 SECOND QUARTER 2018

Date: June 30, 2018

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of informal service complaints received by the agency. See STB Reauthorization Act of 2015, sec. 6(b), Pub. L. No: 114-110 (2015). During the period from April 1, 2018 through June 30, 2018, the STB received the following informal complaints<sup>1</sup>:

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
12/05/2017	Railroad service issue	Midwest	Shipper contacted RCPA with concerns about a railroad's ability to handle increased traffic volume in light of recent service problems, including missed switches and delays in transit; RCPA provided an overview of options for providing informal assistance; however, the shipper declined to pursue additional assistance <b>[Closed]</b>	

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<sup>1</sup> A table showing the quarterly inquiries received by the STB's Rail Customer and Public Assistance (RCPA) office is attached as an Appendix to this report.

<sup>2</sup> Matters reported as "Pending" on the previous quarterly report are carried forward to the next quarterly report.

<sup>3</sup> **Northeast:** Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania; **South:** Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas; **Midwest:** North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio; **West:** Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii.

<sup>4</sup> This Quarterly Report may identify the complainant that submitted an informal complaint only upon the written consent of the complainant. Surface Transportation Board Reauthorization Act of 2015, sec. 6(b).



Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
12/08/2017	Railroad service issue	South	Shipper contacted RCPA with concerns about delays in moving shipments from local serving yard to facility and coordination between the railroads providing service to facility; RCPA liaised with both railroads providing service to better understand commercial and operational considerations and facilitated communications among the parties <b>[Closed]</b>	
12/08/2017	Railroad side track agreement	South	Warehouse operator contacted RCPA about a dispute with a railroad related to maintenance fees for switch used to access the warehouse; the operator contested charges assessed by the railroad; RCPA liaised with the railroad and shipper; the railroad agreed to waive fees for 2017; the parties agreed to fee schedule effective in 2018 <b>[Closed]</b>	
01/09/2018	Railroad service issue	South	Shipper contacted RCPA about a railroad's poor local service, delays in transit, and problems with information technology; RCPA contacted the railroad to discuss the shipper's problems and facilitate service improvement; RCPA provided guidance on possible formal STB remedies <b>[Closed]</b>	
01/17/2018	Railroad service issue; track lease agreement	West	Shipper contacted RCPA about poor rail service, in particular, missed switches, and the railroad's requirement that the shipper lease track space; RCPA liaised with the railroad to discuss the shipper's concerns; the shipper declined to pursue further assistance <b>[Closed]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
01/18/2018	Railroad service issue	Midwest	Shipper contacted RCPA about service issues, including delays in transit and missed switches; per the shipper's request, RCPA reached out to the railroad to elevate the shipper's concerns and facilitated cars being switched to its facility <b>[Closed]</b>	
01/19/2018	Railroad service issue	West	Shipper contacted RCPA about a railroad's inability to supply empty railcars as requested and a general lack of equipment availability; RCPA provided information on current issues related to car supply and the railroad's efforts to increase car availability; the shipper did not pursue additional assistance <b>[Closed]</b>	
02/14/2018	Railroad service issue	Midwest	Shipper trade association contacted RCPA about service disruptions and congestion affecting one of its members; RCPA held a call with the shipper and the association to better understand the issues; at the shipper's request, RCPA liaised with the railroad to elevate the concerns and to understand the railroad's efforts to improve service; RCPA relayed information to the shipper, and monitored the railroad's service going forward <b>[Closed]</b>	
02/16/2018	Railroad service issue	Midwest	Shipper's representative contacted RCPA about service problems including congestion at its local yard, delayed placement of empty unit trains for loading, and ineffective communications with the railroad; RCPA liaised with the railroad to obtain more information about service problems and to elevate the shipper's concerns; RCPA relayed this information to the shipper's representative, who did not request further RCPA assistance <b>[Closed]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
02/23/2018	Railroad service issue	South	Shipper contacted RCPA about poor service, in particular, missed switches and ineffective communication with the railroad; the shipper also requested information on the process for bringing a formal service complaint; RCPA provided the shipper with an overview of informal and formal pathways for resolving service issues; the shipper declined direct RCPA engagement on its behalf <b>[Closed]</b>	
03/05/2018	Railroad rate levels	Multiple	Shipper trade association contacted RCPA about railroad rate levels which were negatively impacting its members' ability to use private equipment and curtailing logistics options; RCPA provided informal guidance on the commercial issues and on the regulatory framework governing railroad rates and practices; RCPA liaised with the railroad to discuss the rate structure and the impact on shippers, but did not achieve a rate reduction <b>[Closed]</b>	
03/05/2018	Railroad service issue	Midwest	Shipper contacted RCPA about railroad service problems, in particular, missed switches; RCPA liaised with the railroad to discuss service problems and avenues to improve service; the railroad explained the primary causes of service issues and committed to improved service going forward; rail service subsequently improved <b>[Closed]</b>	
03/06/2018	Railroad service issue	West	Shipper contacted RCPA to discuss deteriorating rail service and to understand formal and informal avenues to improve service; RCPA provided informal guidance on options; however, the shipper declined additional assistance <b>[Closed]</b>	

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03/07/2018	Railroad accessorial charges	Multiple	Shipper contacted RCPA about new accessorial charges being imposed by a railroad, related to its use of private cars outside of authorized lanes; RCPA offered to liaise with the railroad to discuss the charges and rules and processes related to use of private cars; RCPA discussed the issues with the railroad and the railroad withdrew the disputed charges <b>[Closed]</b>	
03/16/2018	Railroad service issue	Midwest	Shipper contacted RCPA about service and commercial issues with a railroad; RCPA provided informal guidance and shipper offered to send additional information to facilitate RCPA's discussion of the issues with the railroad; RCPA liaised with railroad and shipper; the railroad was unwilling to directly address commercial issues <b>[Closed]</b>	
03/16/2018	Railroad service issue	South	Shipper contacted RCPA about rail service issues, including missed switches, delays in transit and demurrage expenses; RCPA provided informal guidance and reached out to the railroad to discuss the issues; rail service subsequently improved <b>[Closed]</b>	
03/20/2018	Railroad service issue	South	Shipper contacted RCPA about poor rail service; RCPA discussed the issues with the railroad, resulting in service improvements <b>[Closed]</b>	
03/21/2018	Railroad operating issue; locomotive idling, noise and emissions	South	Representative of community contacted RCPA about disturbance of residents arising from stopped trains, in particular, noise and emissions from idling locomotives; RCPA reached out to the railroad, which implemented changes to reduce disturbances <b>[Closed]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
03/22/2018	Railroad service issue	South	Shipper contacted RCPA about poor rail service affecting two of its plants, including missed switches and misrouted cars; RCPA reached out to the railroads on the shipper's behalf to seek information about the service problems and elevate the shipper's concerns; the shipper did not seek further RCPA assistance <b>[Closed]</b>	
4/9/2018	Railroad service issue	Midwest	Shipper contacted RCPA about inconsistent rail service resulting from Class I and local short line operational problems; RCPA reached out to the railroads involved and facilitated conference to engage parties, improve communication, and restore regular service <b>[Closed]</b>	
4/16/2018	Railroad service issue	Midwest	Shipper requested meeting with RCPA to discuss rail service; RCPA met with the shipper and provided briefing on assistance options; the shipper did not request further assistance <b>[Closed]</b>	
4/18/2018	Railroad service issue	West	Shipper contacted RCPA to request assistance with a delayed and misrouted shipment; RCPA liaised with serving railroads and coordinated with the parties to expedite delivery <b>[Closed]</b>	
4/19/2018	Railroad service issue	West	Shipper contacted RCPA to request assistance with missed switches and delayed delivery of shipments; RCPA liaised with serving railroad, and coordinated with parties to expedite deliveries <b>[Closed]</b>	
4/20/2018	Railroad service issue	Midwest	Shipper contacted RCPA to request assistance in moving loaded cars that were delayed at an intermediate yard; RCPA liaised with the serving railroad, and coordinated with the parties to facilitate prompt movement <b>[Closed]</b>	

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4/23/2018	Railroad service issue	Midwest	Shipper contacted RCPA to request assistance with inconsistent rail service; RCPA liaised with the serving railroad and coordinated with the parties to address service failures and improve communication between shipper and railroad <b>[Closed]</b>	
4/24/2018	Railroad service issue	Midwest	Shipper contacted RCPA to discuss poor service from serving railroad; RCPA provided the shipper with an overview of informal and formal pathways for resolving service issues; the shipper chose not to engage RCPA, pending further developments <b>[Pending]</b>	
5/3/2018	Railroad service issue	Northeast	Shipper contacted RCPA to request assistance with an increase in railroad's annual switch fee relative to traffic levels; RCPA liaised with railroad and facilitated improved communication with the shipper <b>[Closed]</b>	
5/4/2018	Railroad service issue	Southeast	Shipper contacted RCPA to request assistance with overall poor rail service at various locations; RCPA provided information about STB rail service oversight and options for informal complaints; the shipper chose not to pursue informal assistance at the time, pending its assessment of rail service going forward <b>[Closed]</b>	
5/10/2018	Railroad service issue	Northeast	Shipper contacted RCPA with questions regarding status of common carrier on a specific rail line; RCPA researched the history of the rail line and provided the shipper with informal advice on ownership and the common carrier obligation <b>[Closed]</b>	
5/11/2018	Railroad service issue	Midwest	Shipper contacted RCPA about service delays and lack of communication from the railroad; RCPA liaised with the railroad to facilitate a resolution to specific service problems and improve communications <b>[Closed]</b>	

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5/14/2018	Railroad service issue	South	Shipper contacted RCPA to request assistance with ongoing rail service problems; RCPA liaised with the railroad and shipper to improve communications and restore normal rail service <b>[Closed]</b>	
5/17/2018	Railroad rate levels/increases	South	Short line railroad contacted RCPA with questions about a connecting carrier's decision to maintain rate levels despite lower loading rates due to downgrade in bridge capacity; RCPA provided informal guidance on options to approach connecting line; short line chose not to pursue informal assistance with the railroad <b>[Closed]</b>	
5/17/2018	Railroad service issue/rates	South	Short line railroad complained of an excessive charge imposed by a connecting Class I carrier and requested informal guidance from RCPA; RCPA offered perspective on formal and informal pathways to resolve the dispute; however, the short line asked that RCPA not contact the Class I <b>[Closed]</b>	
5/17/2018	Railroad service issues/demurrage charges	Multiple regions	Shipper contacted RCPA about poor rail service and associated demurrage charges assessed by various railroads; RCPA advised the shipper on formal and informal options and offered to provide further assistance as needed <b>[Closed]</b>	
5/18/2018	Railroad service/ancillary charges	Midwest	Shipper contacted RCPA about problems with a railroad's weighing of its railcars and the railroad's assessment of overweight charges on its shipments; RCPA offered to address the concerns with the railroad; however, the shipper asked that RCPA postpone outreach until further notice <b>[Pending]</b>	
5/18/2018	Railroad service issue	South	Shipper contacted RCPA to discuss problems with deteriorated rail service; RCPA discussed possible solutions with the shipper <b>[Pending]</b>	

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5/21/2018	Railroad service issue	South	Shipper contacted RCPA about a railroad's reduction in switching at its facility; RCPA advised the shipper of informal and formal options to resolve the problem and offered to provide further assistance as needed; the shipper declined further assistance <b>[Closed]</b>	
5/25/2018	Railroad service issue/car supply	Midwest	Shipper contacted RCPA about a lack of adequate car supply and general rail service problems; RCPA advised the shipper of its informal and formal options to address the problems, and offered to provide further assistance as needed <b>[Pending]</b>	
5/31/2018	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with a railcar being excessively delayed in transit; RCPA contacted the railroad, which expedited movement of car <b>[Pending]</b>	
6/12/2018	Railroad service issues/embargo	South	Shipper contacted RCPA for assistance moving its traffic which was restricted due to an embargo; RCPA liaised with the railroad and assisted in obtaining service for shipper on a permit basis <b>[Pending]</b>	
6/19/2018	Railroad service issue	Northeast	Shipper contacted RCPA with concerns over poor rail service from several Class I railroads; RCPA provided general guidance on STB service oversight and discussed current commercial and service issues; the shipper did not request informal assistance from RCPA but stated that it would do so if service declines further <b>[Closed]</b>	
6/20/2018	Railroad service issue	Midwest	Shipper contacted RCPA about generally poor rail service from multiple Class I railroads; RCPA discussed the service issues and offered perspective on railroad performance in recent months <b>[Closed]</b>	



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6/20/2018	Railroad service issue	Midwest	Shipper contacted RCPA for general advice related to industry track agreements; RCPA provided informal guidance to the shipper on commercial and legal issues <b>[Closed]</b>	
6/20/2018	Railroad service issue	West	Shipper contacted RCPA for assistance with cars being held at an interchange due to a deteriorated bridge on a connecting short line; RCPA offered to assist; however, the shipper subsequently advised that repair efforts had commenced <b>[Pending]</b>	
6/21/2018	Railroad service issue	Multiple regions	Shipper association contacted RCPA about ongoing Class I rail service problems affecting its members; RCPA offered to meet with the association to discuss the issues and encouraged it to advise its members to contact RCPA individually <b>[Pending]</b>	
6/21/2018	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with a railcar that was stuck at a yard; RCPA contacted the railroad, which expedited the movement of the car; RCPA liaised with the shipper to provide progress updates <b>[Closed]</b>	
06/27/2017	Railroad service issue/surcharges	Northeast	Shipper contacted RCPA regarding a railcar delayed in transit and surcharges being assessed by the railroad; RCPA contacted the railroad on behalf of the shipper <b>[Pending]</b>	
06/28/2017	Railroad service issue	Midwest	Shipper sought RCPA advice regarding railroad delays and reduced service at its facility; RCPA provided informal guidance on service issues and pathways for assistance, but per shipper's request, has not contacted railroad <b>[Pending]</b>	

Note: A table showing the quarterly inquiries received by the STB's Rail Customer and Public Assistance (RCPA) office is attached below as an appendix to the foregoing report.

**Appendix to Quarterly Report of Informal Service Complaints**

**2nd Quarter 2018 Cases by Category/Region**

<b>Issue Category</b>	<b>All Regions</b>	<b>Northeast</b>	<b>South</b>	<b>Midwest</b>	<b>West</b>	<b>Not Specified</b>
Abandonment Records	60	8	12	14	12	14
Arrange Meeting	3	1	1	0	0	1
Household Movers	28	4	4	2	8	10
Information-Economic Data	5	0	2	0	2	1
Information-Non Economic Request	2	1	0	0	0	1
Motor Carriers (trucks)	8	0	1	0	1	5
National Grain Car Council	1	0	0	0	1	0
Pipeline	1	0	1	0	0	0
Railroad Abandonment/Loss of Service	1	0	0	1	0	0
Railroad Blocked Crossings	18	0	0	11	2	5
Railroad Claims	1	0	0	0	1	0
Railroad Common Carrier Obligation	1	0	1	0	0	0
Railroad Competition Issues	1	0	0	0	0	1
Railroad Cost of Capital	1	0	0	0	0	1
Railroad Demurrage Charges	2	0	1	1	0	0
Railroad Embargo	5	0	3	0	1	1
Railroad Environmental Issues	2	1	1	0	0	0
Railroad Grade Crossing Issues	3	0	0	1	2	0
Railroad Hazardous Material Rules	1	0	0	0	0	1
Railroad Idling Engines/Parked Trains	2	0	2	0	0	0
Railroad Interchange Issue	1	0	1	0	0	0
Railroad Labor Issues	2	0	1	1	0	0
Railroad Lease of track or equipment	1	0	0	1	0	0
Railroad Liability Issues	1	0	1	0	0	0
Railroad Noise - Airhorn, Safety, etc	5	0	2	1	0	2
Railroad Preemption	4	0	0	1	1	2

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Railroad Rate Levels/Increases	5	1	2	0	1	1
Railroad Service Issue	32	2	3	15	4	8
Railroad Tariff Issue	4	2	0	1	0	1
Rails to Trails	9	1	0	3	1	4
Real Estate Matter	4	2	1	1	0	0
STB Authority Question	2	0	0	0	0	2
STB Information	38	7	8	4	3	14
STB Jurisdictional Question	11	2	5	1	1	2
STB Procedural Assistance	55	10	10	4	10	21
STB Recordations or Security Interests on Rail Cars	10	1	1	2	2	4
STB Records Assistance	27	4	7	1	4	11
STB Webpage/Downloading Assistance	3	0	0	0	0	3
Water Carrier	12	4	1	0	3	4
Wrong Agency Calls	1	0	0	1	0	0
Other	4	2	0	0	1	1
Total	374	53	72	67	61	121

U.S. Census Regions:

Northeast Region	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania
South Region	Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas
Midwest Region	North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio
West Region	Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii

## Appendix to Quarterly Report of Informal Service Complaints

### 2nd Quarter 2018 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	17
Automobile	2
Chemicals	8
Coal	1
Empty Freight Cars	4
Forest Products	4
Hazardous Waste/Radioactive Waste	1
Household Goods	23
Industrial Products	14
Intermodal	2
Metals and Minerals	4
Municipal Waste	1
Not Specified by Shipper	7
N/A	279
Other	1
Passenger	9
Total	377

\*In many cases, the commodity is not specified or material to the case, therefore the total number for this data may not equal the total number for the quarter.