

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

Second Quarter 2024

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 second quarter of 2024, the following formal service-related complaints were pending:

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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 on 7/5/2016.</p> <p>Appeal filed with the U.S. Court of Appeals for the District of Columbia Circuit on 9/1/2016. Appeal ordered to be held in abeyance by the D.C. Circuit on 1/3/2017 to allow parties to reach a agreement regarding certain terms and conditions.</p> <p>BNSF filed petition to establish conditions of use and compensation on 1/12/2018. KCS filed motion to dismiss petition on 2/1/2018. Additional pleadings by BNSF, UP, and KCS filed.</p> <p>Decision denying KCS motion to dismiss served on 5/1/2018.</p>

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							<p>UP and KCS filed replies to BNSF's petition on 6/25/2018 and BNSF and KCS filed rebuttals on 7/16/2018.</p> <p>The parties participated in Board-sponsored mediation in 2018. On 10/17/2018, the Board was informed that mediation was not successful.</p> <p>By decision served on 12/7/2018, the Board directed the parties to provide additional information. The parties submitted responses on 2/4/2019 and replies on 2/25/2019.</p> <p>KCS and UP filed a joint request for Board-sponsored mediation on 6/18/2019. BNSF filed a reply to the mediation request on 6/25/2019. By decision served on 7/3/2019, the Board directed the parties to engage in Board-sponsored mediation. On 11/29/2019, the mediators informed the Board that mediation was not successful.</p> <p>By decision served 2/21/2020, the Board established conditions of use. The decision also directed the</p>

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							<p>parties to submit a joint procedural schedule to govern discovery and briefing on the remaining issues regarding compensation.</p> <p>By decision served on 4/1/2020, the Board adopted a procedural schedule jointly proposed by the parties and also granted a joint request to appoint an administrative law judge to resolve discovery disputes.</p> <p>On 4/7/2020, a second appeal was filed with the U.S. Court of Appeals for the District of Columbia Circuit.</p> <p>On 12/18/2020, BNSF filed a petition to establish conditions of use. Replies to that petition were filed on 1/19/2021, by KCS and UP. On 2/8/2021, BNSF responded to KCS's reply.</p> <p>Opening statements were filed on 1/26/2021; replies were filed on 4/12/2021; rebuttals were filed on 5/11/2021</p> <p>By decision served on 4/13/2022, the Board granted, in part, BNSF's request to establish general principles the Board expects parties to</p>

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							<p>include in any future operating plans for direct service by BNSF on the Rosebluff Lead. The Board also denied BNSF's request for an expedited process for resolving disputes over conditions use.</p> <p>Appeal filed with the U.S. Court of Appeals for the District of Columbia Circuit on 4/29/2022.</p> <p>By decision served on 11/28/2023, the Board ordered the parties to submit supplemental analysis and data due to an apparent error in the parties' evidence regarding the proposed methods for determining compensation for BNSF's terminal trackage rights over the Rosebluff Lead. KCS's submission is due 1/12/2024, BNSF and UP will have until 2/12/2024 to reply, and KCS will have until 2/26/24 to file a rebuttal.</p> <p>On 12/14/23, KCS filed a petition for a technical conference and to modify the procedural schedule.</p> <p>By decision served on 1/10/2024, the Board granted KCS's request for a staff-supervised technical</p>

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							<p>conference, limited to outside counsel and outside consultants only. The Board also directed KCS, and permitted UP and BNSF, to provide specific technical questions that they wanted to discuss. KCS submitted a reply on 1/24/2024.</p> <p>A staff-supervised technical conference with the parties was held on 6/13/2024.</p> <p>By decision served 6/25/2024, the Board set a procedural schedule for KCS to submit supplemental analysis and data, including workpapers, for its line segment earnings calculations by 8/9/2024. BNSF and UP replies are due 9/9/2024, and KCS's rebuttal is due on 9/23/2024.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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	<p>Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received on 1/26/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/5/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
12/19/2016	Unreasonable practice and violation of statutory obligation to compensate car owners	Valero Marketing & Supply Company v. Union Pacific Railroad Company	NOR 42150	Unspecified	Valero Marketing & Supply Company; and Valero Rail Partners, LLC	Union Pacific Railroad Company	<p>Complaint filed on 12/19/2016. Motion for abeyance received on 1/6/2017; reply and motion to consolidate received on 1/26/2017; motion to compel received on 2/24/2017. Decision consolidating NOR 42150 with NOR 42152 and NOR 42144 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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	<p>Complaint filed on 12/30/2016. Motion for abeyance received on 1/6/2017; reply and motion to consolidate received on 1/26/2017; motion to compel received on 2/24/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</p>



Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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	<p>Complaint filed on 8/1/2017. Union Pacific's motion to consolidate with NOR 42150, NOR 42152, and NOR 42144, received on 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 on 10/05/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
7/8/2019	Unreasonable practice and violation of statutory obligation to compensate car owners	Olin Corporation v. Union Pacific Railroad Company	NOR 42164	Unspecified	Olin Corporation	Union Pacific Railroad Company	<p>Complaint and motion to hold proceeding in abeyance filed on 7/8/2019. Answer, reply to motion for abeyance, and motion to dismiss received on 7/29/2019. Reply to the motion to dismiss received on 8/14/2019.</p> <p>By decision served on 9/30/2019, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.</p>
12/8/2022	Failure to provide statutory preference to Amtrak	Complaint & Petition of the National Railroad Passenger Corp. Under 49 U.S.C. § 24308(f)—for Substandard Performance of Amtrak’s Sunset Limited Trains 1 & 2	NOR 42175	Louisiana, Texas, New Mexico, Arizona, and California	National Railroad Passenger Corp. (Amtrak)	Union Pacific Railroad Company; BNSF Railway, Inc.; Canadian National Railway Company; Southern California Regional Rail Authority; and Canadian Pacific Kansas City	<p>Complaint filed 12/8/2022 along with proposed procedures and framework for investigation and remediation. By decision served 7/12/23, the Board instituted a proceeding, asked investigative questions, ordered that parties may seek discovery, and assigned an Administrative Law Judge (ALJ) to handle discovery disputes. Board staff held a technical conference on 7/21/23.</p> <p>On 9/12/23, the Board added CPKC as a party of record and directed CPKC to respond to the Board’s request for information.</p> <p>On 11/20/23, the Board directed the parties to clarify some of their responses to the</p>

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							<p>Board's requests for information.</p> <p>On 2/13/24, the Board directed the parties to provide narrative explanations and information regarding certain instances where Amtrak trains were delayed. Parties continue to file that information on a rolling basis.</p> <p>Discovery is expected to conclude in early July 2024.</p>
1/31/2024	Common carrier obligation, unreasonable practice complaint, and petition for declaratory order	Evergy, Inc., Evergy Metro, Inc., and Evergy Kansas Central, Inc. v. BNSF Railway Company	NOR 42180	Kansas	Evergy, Inc., Evergy Metro, Inc., and Evergy Kansas Central, Inc.	BNSF Railway Company	<p>Complaint filed 1/31/2024. Joint motion filed 2/6/2024 asking that the Board hold the proceeding in abeyance until 5/6/2024. A Board decision was served 2/7/2024 granting the motion.</p> <p>Proceeding in abeyance until 5/6/2024.</p> <p>BNSF filed partial motion to dismiss 5/17/2024. BNSF filed answer to complaint 5/20/2024. Evergy filed reply to partial motion to dismiss 6/6/2024.</p> <p>Parties filed joint conference report 6/4/2024.</p> <p>By decision served 6/10/2024,</p>

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							the Board adopted a procedural schedule.
2/26/2024	Petition for emergency service order under 49 U.S.C. § 11123 and 49 C.F.R. § 1146.1	State of Oklahoma by and through the Oklahoma Department of Transportation and Blackwell Industrial Authority—Alternative Rail Service—Line of Blackwell Northern Gateway Railroad Company	FD 36762	Kansas and Oklahoma	State of Oklahoma by and through the Oklahoma Department of Transportation and Blackwell Industrial Authority	Chicago, Rock Island & Pacific Railroad, LLC; Blackwell Northern Gateway Railroad Company	By decision served 3/1/24, the Board issued a 30-day emergency service order. On 3/15/24, the Oklahoma Department of Transportation and Blackwell Industrial Authority filed a request to extend the emergency service order for an additional 120 days. By decision served 3/28/24, the Board granted the petition, extending the emergency service order until 7/29/24.

**SURFACE TRANSPORTATION BOARD**  
**QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED**

Second Quarter 2024

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 second quarter of 2024 (April 1, 2024 – June 30, 2024), 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>
2/5/2024	Railroad denial of rail service	Midwest	Government official contacted RCPA about a shortline railroad’s delay in restoring service on a recently-acquired line, which was frustrating local economic initiatives; RCPA conferred with local public officials about the situation and facilitated discussions between local representatives and the railroad to explore pathways to restore rail service. <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 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>
3/1/2024	Railroad service issue	South	Shipper contacted RCPA about demurrage charges that it believed were related to missed switches; RCPA discussed the issues with the shipper, including information related to whether railcars were released before the railroad's service window; the shipper reported that direct discussions with the railroad led to a resolution of the switching and demurrage issues. <b>[Closed]</b>	
3/8/2024	Railroad intermodal service	West	Third-party logistics provider (3PL) contacted RCPA about an issue pertaining to defective chassis provided at a railroad's intermodal ramp; the 3PL advised that a high percentage of chassis were bad-ordered, causing drayage carriers to incur delays and costs due to flip charges; the 3PL also expressed concern about intermodal containers experiencing break-ins; per the 3PL's request, RCPA contacted the railroad about the issues, resulting in direct communication with the 3PL. <b>[Closed]</b>	
3/8/2024	Railroad commercial issue	Midwest	Shipper sought assistance from RCPA related to the terms of an industry track agreement required by a railroad; in particular, the shipper had concerns about insurance coverage mandated by the agreement, which was unrelated to the agricultural commodities being shipped; at the shipper's request, RCPA discussed the issues with the shipper and liaised with the railroad to understand the basis for the insurance requirements; however, the shipper did not pursue further RCPA assistance. <b>[Closed]</b>	
3/14/2024	Railroad service issue	South	Shipper contacted RCPA about delays in a railroad's installation of a switch to serve its new facility; RCPA discussed the issues with the shipper and then, per the shipper's request, contacted the railroad to facilitate progress; the railroad explained that delays stemmed from the parties' commercial discussions, but that the switch was receiving high-level attention; shortly thereafter, the shipper advised that the switch was installed and rail service was initiated. <b>[Closed]</b>	
3/20/2024	Railroad service issue	International	Cross-border receiver of U.S. agricultural products contacted RCPA for assistance with delays in unit train shipments destined for interchange; the receiver explained that the products were needed to support feed production for local livestock; RCPA discussed the issues with the receiver and liaised with the railroad about capacity constraints; the railroad engaged with relevant parties to facilitate additional throughput, resulting in a pathway to increase volume to the receiver. <b>[Closed]</b>	

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3/21/2024	Railroad embargo issue	South	Shipper sought RCPA assistance with a railroad's embargo processes that were impacting operations and costs; the shipper indicated that despite permits being in place, cars were being sent back to origin after being shipped; RCPA discussed the issues and potential pathways for assistance; the shipper subsequently decided to work directly with the railroad and advised that it would request further RCPA assistance, if needed. <b>[Closed]</b>	
3/21/2024	Railroad demurrage charges	Midwest	Shipper contacted RCPA for assistance related to a demurrage dispute with its serving railroad; the shipper believed that the railroad had misapplied its demurrage rules and sought informal RCPA mediation; RCPA mediated discussions between the parties, resulting in a mutually-agreement settlement which resolved the dispute. <b>[Closed]</b>	
3/27/2024	Railroad claims issue	Midwest	Shipper sought assistance from RCPA pertaining to a railroad's rejection of its loss and damage claims; the shipper sought perspective on the presentation of its claims and the railroad's handling and disposition; RCPA discussed the issues with the shipper and offered to engage directly with the railroad, if needed; the shipper advised that it would consider further RCPA assistance, if necessary. <b>[Closed]</b>	
3/28/2024	Railroad service issue	West	Shipper contacted RCPA for assistance with a switch repair stemming from a railroad's derailment, which severed access to its facility; the railroad informed the shipper of an extended timeframe for completing the repairs, which prompted the shipper's concern for a prolonged interruption of its business; RCPA liaised with the railroad to expedite switch repair and secured prompt restoration of service to the facility. <b>[Closed]</b>	
4/1/2024	Railroad noise	Northeast	State agency contacted RCPA for assistance relating to an issue with idling trains that were disturbing local communities; RCPA discussed the concerns with the railroad and railroad representatives met locally with the residents to discuss local operations; the railroad subsequently relocated its staging area, which had been the root cause of the idling and noise. <b>[Closed]</b>	

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4/4/2024	Railroad intermodal service	Midwest	Freight forwarder contacted RCPA about increased charges at rail ramps, arising from varying time limits for turning in containers; the variation resulted in extra fees for shippers due to driver delays, container detention, and other charges; RCPA discussed the concerns with railroad representatives, who indicated that time limit adjustments made by the shipping lines may be driving the issue; RCPA offered to provide further assistance, if needed. <b>[Closed]</b>	
4/8/2024	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with an imminent facility shutdown due to not having empty boxcars to load out product; RCPA discussed the situation with the railroad, which indicated that empty boxcars would be spotted the next day and more were en route for the remainder of the week; the shipper advised that the flow of empty cars improved and the shutdown was avoided. <b>[Closed]</b>	
4/10/2024	Railroad interchange issues	Northeast	Shortline railroad's representative contacted RCPA for assistance relating to interchange conditions being imposed by a connecting railroad, which were impairing its ability to interchange traffic; RCPA discussed the issues with the railroad's representative and followed up with informal guidance referring to STB case precedent; however, the representative did not seek direct RCPA engagement with the connecting line. <b>[Closed]</b>	
4/16/2024	Railroad demurrage charges	Midwest	Shipper sought RCPA assistance with railroad demurrage charges that resulted from a derailment on the shipper's spur track; RCPA discussed the derailment and charges with each party separately and facilitated negotiations between the parties; the railroad agreed to a reduction in the demurrage charges and the parties reached a mutually-agreeable settlement. <b>[Closed]</b>	
4/18/2024	Railroad billing issue	International	3PL contacted RCPA for assistance with possible misdirected railroad invoices; the 3PL had a customer who routinely ships cars that are then interchanged between railroads; the customer was concerned that it had not received invoices from the connecting railroad; RCPA contacted the railroad, which reached out to the 3PL directly to resolve the invoice issues. <b>[Closed]</b>	
4/23/2024	Railroad service issue	Northeast	Shipper sought RCPA assistance with a railcar that was delayed in transit and appeared to be stranded at a rail yard; RCPA contacted the railroad about the status of the car; following RCPA's outreach, the car resumed its journey to the shipper's destination. <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>
4/23/2024	Railroad service issue	South	Shipper contacted RCPA due to service issues following a derailment; the shipper advised that several loaded cars were pulled before being unloaded and others were incorrectly listed as being on-spot when they were at the serving yard or unaccounted for; additionally, the shipper's track was damaged; RCPA contacted the railroad to elevate the shipper's concerns; subsequently, the railroad worked through the discrepancies and spotted the inbound cars at the shipper's facility. <b>[Closed]</b>	
4/30/2024	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with rail cars being held in storage and related fees being charged by the railroad; additionally, the railroad was terminating its transportation contract and requiring that the shipper move to a tariff rate; RCPA discussed the issues with the shipper and offered to engage with the railroad on the shipper's behalf; however, the shipper did not request direct RCPA intervention. <b>[Closed]</b>	
5/2/2024	Railroad demurrage charges	Midwest	Shipper sought assistance from RCPA in reviewing and negotiating disputed demurrage charges assessed by a railroad; RCPA discussed the issues with the shipper and offered to liaise with the railroad; however, the shipper decided to consider formal options to resolve the dispute and RCPA referred the shipper to a trade association as a potential resource. <b>[Closed]</b>	
5/6/2024	Railroad service issue	West	Shipper contacted RCPA for assistance in averting a shutdown due to a railroad's refusal to issue permits to move its traffic; RCPA liaised with the railroad, which explained that its failure to issue permits was caused by an embargo imposed by a connecting carrier, which also handled the shipper's traffic; the railroad advised RCPA that it was working with the shipper to address the situation and streamline future communications. <b>[Closed]</b>	
5/8/2024	Railroad service issue	Midwest	Railroad sought RCPA assistance in communications with local government and community groups regarding the possible restoration of rail service over an inactive rail line; RCPA liaised with a local representative and discussed the history and future prospects of the line; RCPA offered informal guidance on pathways to restore service and to facilitate further discussions with the railroad. <b>[Pending]</b>	

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5/13/2024	Railroad common carrier obligation	South	Shortline railroad contacted RCPA to request guidance regarding its common carrier obligation to transport hazardous materials in light of deteriorated track conditions on its lines; RCPA provided informal guidance on the issues, including potential formal options for resolving its inquiry. <b>[Closed]</b>	
5/21/2024	Railroad interchange issue	Northeast	Representative for shippers contacted RCPA about a railroad's failure to provide adequate cars for loading a specific commodity and sought to discuss options for obtaining service from an alternate carrier; RCPA discussed the issues with the shippers' representative and offered to be available to confer directly with individual shippers to address their particular concerns; however, no further concerns were brought to RCPA. <b>[Closed]</b>	
5/23/2024	Railroad service issue	West	Shipper contacted RCPA about poor rail service, which was impacting its business opportunities; additionally, the shipper questioned recent rate increases; RCPA discussed the issues with the shipper, and liaised with the railroad, which explained that the rates were recently agreed upon in a private contract; the shipper advised RCPA that it would consider further action after an internal review. <b>[Closed]</b>	
5/23/2024	Railroad service issue	Midwest	Shipper sought RCPA assistance in addressing poor service and missed switches at its facility; service had deteriorated following a derailment at a nearby railyard; RCPA contacted the railroad, which provided extra switches to alleviate urgent product shortages; the railroad met with the shipper, acknowledged service deficiencies and advised that it was focusing on increasing employee resources at the location. <b>[Closed]</b>	
6/4/2024	Railroad service issue	Northeast	Shipper contacted RCPA for assistance after its serving railroad stated that it was ceasing operations over its rail line; RCPA discussed the situation with the shipper, including regulatory requirements for a railroad to lawfully halt operations; RCPA offered to confer directly with the railroad; the shipper requested that RCPA monitor developments and is considering next steps. <b>[Pending]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
6/7/2024	Railroad embargo	Midwest	Shipper requested assistance from RCPA due to a railroad's embargo that was disrupting its supply chain; the shipper explained that it had reduced the volume of cars in its local serving yard, warranting cancellation of the embargo; the shipper requested that RCPA liaise with the railroad to elevate the urgency of removing the embargo; the railroad subsequently advised that permits were being issued and the shipper's traffic had normalized. <b>[Closed]</b>	
6/7/2024	Railroad service issue	Midwest	Shipper sought assistance from RCPA due to repeated missed switches at its facility, which were creating the risk of a plant shutdown; RCPA discussed the issues with the shipper and engaged with the railroad; the railroad advised that weekend and extra switches would be made available, and that it seeking to make up a deficit of crew resources at the serving yard; the shipper informed RCPA that local service had stabilized. <b>[Closed]</b>	
6/11/2024	Railroad service issue	South	Shipper contacted RCPA for assistance due to a railroad's refusal to switch its facility ostensibly due to unsafe track conditions, as well as a dispute over track access within the facility; the shipper advised that a second railroad continues to serve the plant and has not raised any issues; RCPA discussed the issues with the shipper and offered to liaise with the railroad; however, the shipper decided to seek to address the problems without RCPA's assistance. <b>[Closed]</b>	
6/11/2024	Railroad side track agreement	Midwest	Shipper sought perspective on negotiations with a railroad over an industry track agreement, in particular, a provision that appeared to limit access to a single railroad when its facility was dual-served; RCPA discussed the issues with the shipper, including the potential impact of the provision on avenues for formal regulatory relief; however, the shipper did not seek direct RCPA engagement with the railroad. <b>[Closed]</b>	
6/27/2024	Railroad service issue	West	Shipper contacted RCPA for assistance with restoring rail service to its facility; the shipper explained that the railroad referred to track safety issues, but was delaying its inspection to identify specific items; RCPA discussed the issues with the shipper and contacted the railroad on the shipper's behalf. <b>[Pending]</b>	
6/27/2024	Railroad rate levels	Midwest	Shipper contacted RCPA to discuss recent rate increases imposed by the railroad serving its facility; RCPA contacted the shipper to discuss the issues. <b>[Pending]</b>	

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

## Appendix to Quarterly Report of Informal Service Complaints

### 2<sup>nd</sup> Quarter 2024 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	11	6	0	0	5	0	0	0
Passenger Bus Issue	2	0	2	0	0	0	0	0
Household Goods Moving Issue	20	2	6	4	8	0	0	0
Information-Economic Data	7	5	1	0	1	0	0	0
Information-Non Economic Request	38	13	7	11	6	1	0	0
Motor Carriers (Trucking) Issue	2	0	1	1	0	0	0	0
Amtrak or Passenger Rail Issue	4	2	1	1	0	0	0	0
Railroad Blocked Crossings	11	1	3	6	1	0	0	0
Railroad Common Carrier Obligation	1	0	1	0	0	0	0	0
Railroad Demurrage Charges	4	0	1	2	0	0	1	0
Railroad Embargo	1	0	0	1	0	0	0	0
Railroad Environmental Issues	2	1	0	0	1	0	0	0
Railroad Interchange Issue	2	2	0	0	0	0	0	0
Railroad Intermodal Service	1	0	0	1	0	0	0	0
Railroad Labor Issues	8	4	3	1	0	0	0	0
Railroad Noise - Airhorn, Safety, etc	3	1	0	1	1	0	0	0
Railroad Preemption	3	1	0	1	1	0	0	0
Railroad Rate Levels/Increases	1	0	0	0	0	1	0	0
Railroad Service Issue	12	3	2	4	3	0	0	0
Railroad Side Track Agreement	1	0	0	1	0	0	0	0
Railroad Tariff Issue	1	0	0	1	0	0	0	0
Rails to Trails	5	2	0	2	1	0	0	0
Real Estate Matter	3	2	1	0	0	0	0	0
STB Authority Question	6	1	1	0	4	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
STB Fees	2	1	1	0	0	0	0	0
STB Jurisdictional Question	7	1	3	0	2	0	1	0
STB Procedural Assistance	55	33	5	8	9	0	0	0
STB Recordations or Security Interests on Rail Cars	9	2	4	3	0	0	0	0
STB or ICC Records Assistance	60	17	15	15	13	0	0	0
STB Webpage/Downloading Assistance	4	2	0	2	0	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	4	1	0	1	1	1	0	0
Wrong Agency Calls	9	4	1	3	1	0	0	0
<b>Total</b>	<b>299</b>	<b>107</b>	<b>59</b>	<b>70</b>	<b>58</b>	<b>3</b>	<b>2</b>	<b>0</b>

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

### 2<sup>nd</sup> Quarter 2024 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	8
Chemicals	7
Coal	1
Construction Materials	1
Household Goods	19
Metals and Minerals	3
Municipal Waste	1
Not Specified by Shipper	9
Passenger	11
Other	5
N/A	234
<b>Total</b>	<b>299</b>

\*In many instances, the commodity is not specified or material to the inquiry, therefore the total number for this data may not equal the total number of inquiries for the quarter.