

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

Fourth 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 fourth 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 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> <p>UP and KCS filed replies to BNSF’s petition on 6/25/2018</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>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 parties to submit a joint procedural schedule to govern discovery and briefing on the remaining issues regarding compensation.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<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 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>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<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 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>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<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 decision served 7/23/2024, KCS was granted an unopposed extension of the procedural schedule. KCS filed its supplemental data on 8/23/2024, and BNSF filed a reply on 9/23/24. KCS filed its rebuttal on 10/7/2024.</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 7/12/2023, 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 7/21/2023.</p> <p>On 9/12/2023, the Board added CPKC as a party of record and directed CPKC to respond to the Board’s request for information.</p> <p>On 11/20/2023, the Board directed the parties to clarify some of their responses to the Board’s requests for information.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>On 2/13/2024, the Board directed the parties to provide narrative explanations and information regarding certain instances where Amtrak trains were delayed. Parties provided narrative explanations and information in filings submitted in April, June, July, and August 2024.</p> <p>On 8/19/2024, the Board established a schedule for the filing of pleadings and provided guidance on subjects to be addressed in those pleadings, including on the definition of “preference” in 49 U.S.C. § 24308(c). Under that schedule, Amtrak’s opening statement is due 10/07/2024, railroad replies are due 12/23/2024, non-party replies are due 1/22/2025, and Amtrak’s and railroad rebuttals are due 2/21/2025.</p> <p>Discovery concluded on 8/23/2024. UP supplemented its root cause narratives on 9/9/2024.</p> <p>By decision served 9/26/2024, the Board ordered UP, CPKC, and the Southern California Regional Rail Authority to provide more information about certain train delay events. The supplements are due 10/10/2024, and Amtrak may supplement its 10/7/2024</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>opening statement by 10/24/2024.</p> <p>In accordance with that schedule, those parties filed their supplements, and Amtrak supplemented its opening statement on 10/24/2024.</p> <p>On 12/23/24, CPKC, UP, BNSF, NOPB, SCRRA, and CN filed replies to Amtrak's opening statement.</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, the Board adopted a procedural schedule.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>By decision served 9/24/2024, the Board directed BNSF to serve a copy of its petition for subpoena and a copy of the Board's decision on Southwest Power Pool by 9/27/2024.</p> <p>On 9/27/2024, BNSF filed a motion to compel discovery from Evergy.</p> <p>By decision served 12/10/2024, the Board tolled all deadlines under the procedural schedule while it considers the pending motion to compel discovery.</p>

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

Fourth 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 (October 1, 2024 – December 31, 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>
8/21/2024	Railroad service issue	South	Shipper sought assistance from RCPA related to its efforts to secure service from a railroad that would support its expansion of an existing facility and optimize production; RCPA discussed the issues with the shipper, including the railroad’s restrictions on switching and offered informal mediation; the shipper wished to pursue direct discussions with the railroad, but will engage RCPA in the future, if necessary. <b>[Closed]</b>	

---

<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>
8/22/2024	Railroad demurrage issue	West	Shipper requested RCPA assistance concerning a significant amount of demurrage assessed by a railroad in connection with a service arrangement between two linehaul railroads, under a legacy agreement governing consolidated operations; RCPA discussed the issues with the shipper and then convened an informal mediation meeting between the parties, which allowed the parties to resolve the issues through further discussions. <b>[Closed]</b>	
9/6/2024	Railroad service issue	South	Shipper contacted RCPA for assistance due to a railroad's cessation of service to its facility ostensibly due to deteriorated mainline track conditions; the shipper advised RCPA that the railroad had not repaired the track for several months and was unresponsive to the shipper's request for updates on the timing for repairs; RCPA discussed the issues with the incumbent railroad and facilitated conversations with another railroad to potentially support service to the shipper's facility. <b>[Closed]</b>	
9/18/2024	Railroad demurrage charges	South	Third-party logistics provider (3PL) requested assistance from RCPA relating to charges assessed on containers that it believed were still on free time at a railroad's ramp; RCPA conferred with the 3PL and liaised with the railroad to confirm that the charges were correctly applied based on the railroad's tariff rules. <b>[Closed]</b>	
10/1/2024	Railroad service issue	West	Shipper contacted RCPA for assistance related to unreliable rail service and train schedule variability that was impairing its ability to ship materials to its customers and resulting in loss of business; RCPA convened a facilitation meeting with the parties resulting in a change in the railroad's operating plan that aligned with the shipper's needs; the shipper subsequently reported significant improvements in rail service reliability. <b>[Closed]</b>	
10/4/2024	Railroad service issue	South	Shipper sought assistance from RCPA in working with a railroad to increase its weekly days of service; the shipper explained that local demand for its product had increased significantly but the railroad had not added service days to support the shipper; RCPA liaised with the railroad and the shipper resulting in the railroad adding additional service days to support growing demand. <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>
10/7/2024	Railroad billing issue	West	3PL requested assistance from RCPA with a billing dispute, asserting that it was not liable for freight charges because it was not named on the waybill; RCPA conferred with the railroad, which determined, upon further review, that the 3PL was not responsible for charges in accordance with its tariff and billing rules. <b>[Closed]</b>	
10/10/2024	Railroad service issue	South	Trade association contacted RCPA about rail service issues affecting its members, after significant weather events; RCPA conferred with the association in order to be able to address specific issues or acute problems; however, the concerns were apparently anticipatory, such that no immediate RCPA assistance was needed. <b>[Closed]</b>	
10/16/2024	Railroad demurrage charges	West	Shipper contacted RCPA for assistance with demurrage charges that it believed were assessed improperly, in light of an embargo; RCPA conferred with the shipper and then contacted the shortline railroad; despite several attempts to engage with the shortline, RCPA could not facilitate a discussion of the validity of the charges; RCPA advised the shipper of potential formal pathways for relief. <b>[Closed]</b>	
10/17/2024	Railroad rate levels	South	Shipper contacted RCPA for background information on railroad pricing and STB rate reasonableness jurisdiction; the shipper advised that it was considering locations for a new rail-served facility and sought insight into differences in rail rates between carriers from similar origins; RCPA offered general background on the regulatory framework and STB rate reasonableness oversight. <b>[Closed]</b>	
10/21/2024	Railroad demurrage issue	South	Railroad contacted RCPA for assistance with a customer that was repeatedly incurring demurrage at its facility, as well as cars staged in its service yard; RCPA discussed the issues with the railroad and then facilitated a joint call between the parties, resulting in a productive discussion about how the railroad's demurrage rules applied to the shipper's facility and what measures could be taken by both parties to improve fluidity and throughput to reduce demurrage and enhance efficiency. <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>
10/24/2024	Railroad service issue	West	Shipper contacted RCPA about deteriorating last-mile service at its facility, including missed switches, incorrect car location information, and cars due for placement being sent to intermediate yards; RCPA liaised with the shipper and then conferred with the railroad about the issues; the railroad advised that it was making several changes to its local operating plan, which would facilitate reliable service at the location; RCPA followed up with the shipper, which advised that service had significantly improved. <b>[Closed]</b>	
10/24/2024	Railroad service issue	West	Shipper sought RCPA assistance with railroad service issues; the shipper explained that after inbound cars are being assigned by the railroad, they are not spotted to its facility on the local, but rather returned to the serving yard; RCPA contacted the railroad, which acknowledged the issues and advised that operating and crew changes were implemented to protect consistent service to the shipper; the shipper subsequently advised that reliable service had resumed. <b>[Closed]</b>	
10/25/2024	Railroad demurrage issues	Midwest	Shipper contacted RCPA for assistance with a significant amount of outstanding demurrage charges, which it attributed to inconsistent rail service and improper tracking of credit and debits; RCPA discussed the issues with the shipper and liaised with the railroad, resulting in a joint discussion of the shipper's supply chain and service profile, as well as the demurrage charges; RCPA is convening ongoing meetings to review the charges. <b>[Pending]</b>	
10/29/2024	Railroad service issue	South	Shipper requested assistance from RCPA concerning cars that were delayed en route to a receiver due to service issues and/or an embargo at the receiver's facility; RCPA liaised with the railroad to better understand the cause of the delay; the railroad explained that the receiver's facility had a high volume of cars on spot and was under a congestion embargo; ultimately, however, RCPA was able to secure delivery of the cars. <b>[Closed]</b>	
10/30/2024	Railroad tariff issue	South	Shipper contacted RCPA concerning a provision in a railroad's tariff relating to responsibility for liabilities; RCPA discussed the circumstances with the shipper and offered to provide further informal guidance, after reviewing STB case law; however, the shipper subsequently advised that no further RCPA assistance was needed. <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>
10/31/2024	Railroad service issue	West	Shipper contacted RCPA for assistance concerning inbound cars that were significantly delayed en route to a receiving facility; RCPA liaised with the railroad concerning the status of the cars and the reasons for the delays; the railroad advised that it was implementing measures to restore fluidity in the region and focusing on the shipper's cars; the cars were promptly delivered and the parties conducted weekly meetings to ensure near-term visibility on any emerging issues. <b>[Closed]</b>	
11/1/2024	Railroad service issue	West	Shipper requested RCPA assistance due to inconsistent last-mile service, in particular, missed switches that were impairing its operations; RCPA liaised with the railroad about the issues and the railroad's plan to resolve them; subsequently, the shipper reported to RCPA that last-mile and switch consistency had improved significantly. <b>[Closed]</b>	
11/1/2024	Railroad service issue	West	Shipper contacted RCPA to discuss a recent deterioration in rail service at a particular location; RCPA conferred with the shipper about the issue, including possible causal factors; however, the shipper did not seek direct RCPA engagement. <b>[Closed]</b>	
11/1/2024	Railroad commercial issue	Midwest	Shipper contacted RCPA about a railroad's delay in reviewing planning documents related to construction at the shipper's facility; the shipper advised that the project was at risk of falling behind schedule; RCPA offered to liaise informally with the railroad, if requested; however, the shipper did not seek direct RCPA engagement. <b>[Closed]</b>	
11/4/2024	Railroad commercial issue	South	Shipper sought assistance related to recovering loaded railcars that were stranded at a rail yard due to a commercial dispute with the consignee and competing claims against the product; RCPA discussed the issues with the shipper and subsequently liaised with the consignee and the delivering railroad; despite several discussions with the parties, RCPA was not able to resolve the situation and one of the parties moved forward with legal remedies. <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>
11/5/2024	Railroad commercial issue	South	Shipper contacted RCPA about a railroad's insurance requirements applicable to contractors that were working at the shipper's facility to connect industry track to the railroad's line; RCPA discussed the issues with the shipper and offered informal assistance; however, the shipper subsequently agreed to terms with the railroad to finalize construction and begin service. <b>[Closed]</b>	
11/7/2024	Railroad rate levels	South	Shipper sought assistance from RCPA related to a railroad's application of a line haul rate instead of switching charge for the last mile segment of a joint line move; RCPA discussed the circumstances with the shipper and then liaised with the railroad to better understand the pricing; the railroad provided a nuanced explanation of its tariff, including the basis for applying the line haul rate; RCPA relayed the explanation to the shipper, as well as pathways to revisit the pricing with the railroad. <b>[Closed]</b>	
11/12/2024	Railroad service issue	South	Shipper contacted RCPA about a railroad's missed switches in the past week, which were impacting its ability to supply customers with various products; however, the shipper only wanted to alert RCPA to the problems and did not seek direct RCPA assistance. <b>[Closed]</b>	
11/14/2024	Railroad embargo	Midwest	Shipper requested assistance from RCPA concerning an embargo implemented by a connecting railroad that was preventing the shipper from obtaining empty railcars to transport product to its customers; RCPA conferred with the railroad about the reason for the embargo, the potential duration, and whether permits would be made available; RCPA liaised with the shipper, relaying that permits were likely to be made available near-term and that the railroad anticipated making progress towards resolving the issues causing the embargo; subsequently, the connecting railroad terminated the embargo. <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>
11/15/2024	Railroad service issue	Midwest	Shipper sought assistance from RCPA concerning a specific class of loaded railcars that were stopped in transit due to bad order issues and/or concerns about the security of the lading asserted by the railroad; RCPA discussed the situation with the shipper and then contacted the railroad at the shipper's request; RCPA was able to facilitate continued movement of the railcars, as well as an explanation for the stoppage in transit, which allayed the shipper's concerns; RCPA is continuing to provide informal assistance to the shipper about ongoing issues with the transit of this class of railcars. <b>[Pending]</b>	
11/18/2024	Railroad service issue	South	Shipper requested assistance from RCPA relating to railcars that were delayed in transit for repairs; RCPA conferred with the railroad to facilitate movement of the cars and clarify to reason for the delays; it was determined that the shipper had incorrect information to process the repairs; subsequently, the repairs were approved the same day the shipper submitted the appropriate paperwork. <b>[Closed]</b>	
11/21/2024	Railroad embargo	Midwest	Trade association contacted RCPA about an embargo that was preventing its members from shipping products to a key destination market during a time of high demand; RCPA discussed the situation with the trade association, including the expectation that permits would shortly be allowed and the anticipated short duration of the embargo; RCPA monitored the status of the embargo and alerted the association when it was cancelled. <b>[Closed]</b>	
11/22/2024	Railroad embargo	Midwest	Shipper contacted RCPA for assistance with securing permits to ship products under an embargo; RCPA conferred with the shipper about its needs, but subsequently, the shipper advised that it was able to successfully obtain permits allowing it to resume shipments. <b>[Closed]</b>	
11/27/2024	Railroad service issue	South	Shipper's representative contacted RCPA to discuss potential options for restoring rail service to its facility, including access from another railroad; RCPA conferred with the representative to understand the status of past negotiations and pathways forward; per the representative's request, RCPA reached out to the alternate railroad to promote further dialogue. <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>
11/29/2024	Railroad service issue	Midwest	Shipper requested assistance from RCPA to restore a switch and private siding to support rail service to its facility, which were removed after a lapse in communication with the railroad; RCPA liaised with the shipper about the situation and then contacted the railroad to better understand the pathway to restore service; the parties conducted direct discussions to resolve the issues. <b>[Closed]</b>	
12/3/2024	Railroad demurrage issue	Northeast	Shipper sought assistance from RCPA concerning container storage charges that were applied when the containers were not made available for pick-up; RCPA engaged the railroad to review the application of the charges; the shipper received refunds on some of the containers. <b>[Pending]</b>	
12/3/2024	Railroad liability issues	Midwest	Shipper contacted RCPA to discuss recent changes in a railroad's requirements for risk allocation and insurance coverage pertaining to the shipper's products; RCPA discussed the requirements with the shipper and formal STB monitoring and precedent on the issues; however, the shipper did not seek any direct assistance from RCPA. <b>[Closed]</b>	
12/5/2024	Railroad service issue	International	Shipper requested assistance from RCPA concerning last-mile service to its customer at a specific location, noting that missed switches had created potential shutdown issues; RCPA conferred with the shipper about the circumstances and then engaged with the railroad to facilitate necessary switches to the customer; subsequently, the railroad advised that cars were spotted, averting a plant shutdown. <b>[Closed]</b>	
12/10/2024	Railroad demurrage issue	International	Shipper contacted RCPA to discuss demurrage charges associated with overhanging commodities requiring buffer cars; after conferring with RCPA, the shipper advised that it would seek to address the concerns directly with the railroads, at this time, and will contact RCPA if additional assistance is required. <b>[Closed]</b>	
12/19/2024	Railroad common carrier obligation	West	Shipper contacted RCPA for information related to a railroad's common carrier obligation; the shipper explained that it was negotiating a service contract with a railroad, but wanted to better understand the common carriage regulatory framework; RCPA provided informal guidance to the shipper. <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>
12/20/2024	Railroad lease of track	South	Shipper sought assistance from RCPA relating to a railroad's decision to terminate a track lease agreement, which allowed the shipper to store cars nearby its facility; RCPA discussed the issues with the shipper, including the reasoning for the lease termination; however, the shipper was waiting for additional commercial discussions to take place and did not seek direct RCPA assistance. <b>[Closed]</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

### 4<sup>th</sup> Quarter 2024 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	3	1	0	1	0	1	0	0
Household Goods Moving Issue	23	7	2	4	9	0	1	0
Information-Economic Data	13	6	2	2	3	0	0	0
Information-Non Economic Request	27	15	3	0	4	4	1	0
Motor Carriers (Trucking) Issue	4	1	1	2	0	0	0	0
Amtrak or Passenger Rail Issue	3	0	1	0	2	0	0	0
Railroad Commercial or Billing Issue	3	0	1	1	1	0	0	0
Railroad Blocked Crossings	3	0	2	0	1	0	0	0
Railroad Claims	1	0	0	1	0	0	0	0
Railroad Common Carrier Obligation	1	0	0	0	1	0	0	0
Railroad Demurrage Charges	6	1	1	3	1	0	0	0
Railroad Embargo	3	0	0	3	0	0	0	0
Railroad Environmental Issues	4	0	2	0	2	0	0	0
Railroad Freight Car Repair or Dispo	2	0	2	0	0	0	0	0
Railroad Hazardous Waste/Radioactive Waste	1	1	0	0	0	0	0	0
Railroad Interchange Issue	1	0	0	1	0	0	0	0
Railroad Labor Issues	6	2	1	1	2	0	0	0
Railroad Lease of track or equipment	1	0	1	0	0	0	0	0
Railroad Liability Issues	2	0	1	1	0	0	0	0
Railroad Maintenance Issue	3	1	2	0	0	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Noise - Airhorn, Safety, etc	8	0	1	2	5	0	0	0
Railroad Rate Levels/Increases	2	0	2	0	0	0	0	0
Railroad Service Issue	14	2	3	2	7	0	0	0
Railroad Tariff Issue	3	1	1	0	1	0	0	0
Rails to Trails	11	5	2	0	2	2	0	0
Real Estate Matter	5	2	2	1	0	0	0	0
STB Jurisdictional Question	12	2	3	5	2	0	0	0
STB Procedural Assistance	32	17	1	5	9	0	0	0
STB Recordations or Security Interests on Rail Cars	5	1	3	0	1	0	0	0
STB or ICC Records Assistance	61	9	15	29	7	1	0	0
STB Webpage/Downloading Assistance	2	1	1	0	0	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	1	0	0	0	1	0	0	0
Wrong Agency Calls	3	0	1	1	1	0	0	0
<b>Total</b>	<b>269</b>	<b>75</b>	<b>57</b>	<b>65</b>	<b>62</b>	<b>8</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

### 4<sup>th</sup> Quarter 2024 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	13
Aggregates	2
Automobile	1
Chemicals	10
Construction Debris	1
Construction Materials	3
Empty Freight Cars	1
Forest Products	1
High/Wide Loads	1
Household Goods	21
Industrial Products	5
Intermodal	2
Metals and Minerals	2
Not Specified by Shipper	3
Passenger	5
Other	5
Toxic By Inhalation	2
N/A	191
<b>Total</b>	<b>269</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.