

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Date: April 3, 2017

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 period January 1, 2017 – March 31, 2017, the following formal service-related complaints were pending:

Formal Service-Related Complaints:

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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 were filed by multiple parties and ultimately consolidated in the U.S. Court of Appeals for the Eighth Circuit. This proceeding removed from abeyance by decision served 9/15/2016. Amtrak revised on-time performance data filed 10/17/2016. Decision denying a petition for reconsideration of an earlier

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							<p>motion to dismiss issued 10/21/2016.</p> <p>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>Eighth Circuit held oral argument on the petitions for review on 2/08/2017.</p>
2/27/2013	Application for terminal trackage rights	BNSF Railway—Terminal Trackage Rights—Kansas City Southern Railway	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 on 9/1/2016. The Court of Appeals ordered the appeal to be held in abeyance 1/03/2017.</p>
11/17/2014	Failure to prioritize Amtrak trains over freight trains	National Railroad Passenger Corporation—Investigation of Substandard	NOR 42141	Midwest, Mid-Atlantic	National Railroad Passenger Corporation (Amtrak)	CSX Transportation, Inc.; Norfolk Southern Railway Company	Final rules regarding on-time performance standard issued 7/28/2016, in Docket No. EP 726. Petitions for judicial review of those rules were filed by multiple parties and

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		Performance of the Capital Limited					<p>ultimately consolidated in the U.S. Court of Appeals for the Eighth Circuit.</p> <p>Amtrak submitted revised on-time performance data in this proceeding 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>Eighth Circuit held oral argument on the petitions for review on 2/08/2017.</p>
3/31/2015	Unreasonable tariff and practices	North American Freight Car Association v. Union Pacific Railroad	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	Union Pacific Railroad Company	Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received 1/26/2017. Decision consolidating Docket Numbers NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017.

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
					Ethanol Products; Poet Nutrition, Inc.; and Cargill Incorporated		
12/07/2015	Demurrage and service frequency issues	Finch Paper LLC—Petition for Declaratory Order	FD 35981	Mid-Atlantic	Finch Paper LLC	Canadian Pacific Railway, Delaware and Hudson Railway Company	Evidentiary record being developed. Procedural schedule held in abeyance 10/06/2016, pending appeal of an administrative law judge (ALJ) decision. On 1/11/2017, the Board remanded the matter to the ALJ. In response, the ALJ issued a decision on 1/18/2017. That decision was appealed on 1/25/2017. By decision served 3/24/2017, the Board affirmed the ALJ's 1/18/2017 decision.
4/25/2016	Common carrier violation and unreasonable practices	American Fuel & Petrochemicals Manufacturers v. BNSF Railway Company	NOR 42146	Nationwide	American Fuel & Petrochemicals Manufacturers	BNSF Railway Company	Decision dismissing complaint served 2/8/2017.
6/10/2016	Demurrage	C.L. Consulting & Management Corp.—Petition for Declaratory Order Reasonableness	FD 36042	New Jersey	C.L. Consulting & Management Corp.	Norfolk Southern Railway Company	Merits decision served 1/25/2017 denying the petition for declaratory order.

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
		of Demurrage Charges					
6/30/2016	Common carrier violation and unreasonable practices	Dyno Nobel Louisiana Ammonia, LLC v. NuStar Pipeline Operating Partnership, L.P.	NOR 42147	Louisiana	Dyno Nobel Louisiana Ammonia, LLC	NuStar Pipeline Operating Partnership, L.P.	Decision holding the proceeding in abeyance pending resolution of the parties' state law issues served 3/24/2017.
10/04/2016	Unlawful suspension of service	North Coast Railroad Authority & Northwestern Pacific Railroad Company— Petition for Declaratory Order	FD 36077	California	North Coast Railroad Authority & Northwestern Pacific Railroad Company	North Coast Railroad Authority & Northwestern Pacific Railroad Company (Petitioners); Sonoma-Marin Area Rail Transit District (Respondent)	The parties settled and the proceeding was closed by decision served on 2/28/2017.
11/03/2016	Unlawful practice and unreasonable tariffs	Richard Best Transfer Inc. v. Union Pacific Railroad Company	NOR 42149	California	Richard Best Transfer Inc.	Union Pacific Railroad Company	Decision granting a joint petition to dismiss served 3/24/2017.
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	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

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							consolidating Docket Numbers NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017.
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 Docket Numbers NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017.
1/04/2017	Unreasonable practice and petition for injunctive relief	CF Industries Sales, LLC v. Canadian National Railway Company	NOR 42151	Unspecified	CF Industries Sales, LLC	Canadian National Railway Company	Complaint filed 1/4/17. Answer filed 1/24/17. Joint motion requesting Board-sponsored mediation granted 2/6/17. Joint procedural schedule adopted 2/27/17.
2/01/2017	Petition for enforcement of merger condition to permit a railroad access to another railroad's line	Union Pacific Corporation, Union Pacific Railroad Company & Missouri Pacific Railroad Company— Control and Merger— Southern	FD 32760	Texas	BNSF Railway Company & Mission Rail Industrial Park, LLC	Union Pacific Railroad Company, BNSF Railway Company	Joint petition for enforcement filed 2/01/2017. Motion to dismiss or hold proceeding in abeyance to allow for arbitration filed 2/21/2017; replies filed 3/07/2017.

Date Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
		Pacific Rail Corporation, Southern Pacific Transportation Company, St. Louis Southwestern Railway Company, SPCSL Corp. and The Denver and Rio Grande Western Railroad Company					

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED
FIRST QUARTER 2017

Date: April 3, 2017

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 January 1, 2017 through March 31, 2017, the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
08/12/2016	Railroad operating issues; stopped trains; idling locomotives	South	Local officials expressed concern over noise and emissions related to stopped trains and locomotive idling; RCPA provided informal guidance to locality related to railroad operating practices; discussed potential options to mitigate noise and nuisance issues; facilitated discussions between parties to mitigate disturbances [Closed]	

¹ 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.

² Matters reported as “Pending” on the previous quarterly report are carried forward to the next quarterly report.

³ **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.

⁴ 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 ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
10/03/2016	Railroad demurrage issue	West	Shipper expressed concern over demurrage charges related to inconsistent rail service; RCPA provided informal guidance on commercial and operational circumstances giving rise to demurrage and facilitated ongoing dialogue between parties for purposes of dispute resolution [Closed]	
10/17/2016	Railroad operations; noise and emissions	Midwest	Local officials expressed concern over railroad construction activity; RCPA provided informal guidance concerning construction of side/staging tracks next to existing line, and associated increased rail operations; explained STB jurisdiction over railroad operations and potential preemption issues related to local regulations; liaised with railroad personnel on behalf of community to discuss expansion plans and related concerns [Closed]	
10/27/2016	Railroad service issue; railroad track lease	Midwest	Shipper expressed concern over terms and conditions of track lease agreement; RCPA provided informal guidance to shipper about options regarding renewing track lease as well as a railroad's common carrier obligation to serve facility [Closed]	
11/04/2016	Railroad service issue; infrastructure requirements for service at facility	West	Shipper expressed concern over railroad's infrastructure requirements to support service to facility; RCPA conferred with shipper about switch and rail infrastructure required; liaised with railroad on behalf of shipper to provide shipper with more insight into the need for the specific infrastructure requirements [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/22/2016	Railroad demurrage issue	West	Shipper expressed concern over demurrage charges related to inconsistent rail service; RCPA provided informal guidance to shipper pertaining to demurrage charges assessed by shortline serving carrier; discussed operational and commercial issues giving rise to demurrage; assisted shipper in reviewing and recalculating demurrage; liaised with shortline serving carrier to seek informal resolution; engaging with both parties to pursue mediation of dispute [Pending]	
11/28/2016	Railroad side track agreement	West	Shipper expressed concern over terms of side track agreement; RCPA provided informal guidance to shipper regarding railroad policy on billing for maintenance of track and siding; offered to liaise with railroad regarding proposed terms and conditions for siding agreement and billing; shipper declined to pursue [Closed]	
11/29/2016	Railroad billing dispute; administrative charges associated with rate	Northeast	Provided informal guidance to shipper regarding error made by consignor which caused railroad to apply incorrect freight rate; after railroad refused to rectify mistake, contacted railroad on behalf of freight payor and secured correction of billings [Closed]	
12/07/2016	Railroad demurrage issue	Midwest	Shipper raised concern over demurrage charges; RCPA provided informal guidance to freight receiver regarding high demurrage charges for equipment delays as a result of car bunching; assisted shipper in settlement discussions with railroad [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/20/2016	Railroad service issue; dispute between line haul railroad and handling railroad	West	Shipper expressed concern over possible disruption or loss of service resulting from dispute between railroads; RCPA provided informal guidance to shipper; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Closed]	
12/21/2016	Railroad service issue; dispute between line haul railroad and handling railroad	West	Shipper expressed concern over possible disruption or loss of service resulting from dispute between railroads; RCPA provided informal guidance to shipper; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Closed]	
12/21/2016	Railroad service issue	Midwest	Shipper expressed concern related to terms of railroad rate quote; RCPA provided informal guidance to shipper regarding railroad's duty to quote rates for shipper's traffic; discussed commercial issues related to traffic tendered to railroad and possible implications for rate quote [Closed]	
12/22/2016	Railroad service issue; dispute between line haul railroad and handling railroad	West	Shipper expressed concern over possible disruption or loss of service resulting from dispute between railroads; RCPA provided informal guidance to shipper; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/22/2016	Railroad service issue; delayed delivery of railcars	West	Conferred with shipper on delayed delivery of several railcars; liaised with railroad to understand cause of delay and to explore options to expedite delivery and restore reliable service to shipper's facility [Closed]	
12/29/2016	Railroad service issue; dispute between line haul railroad and handling railroad	South	Shipper expressed concern over possible disruption or loss of service resulting from dispute between railroads; RCPA provided informal guidance to shipper; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Closed]	
01/03/2017	Railroad service issue	Midwest	Shipper presented problem with delayed delivery of inbound railcar; RCPA conferred with serving railroad about car status; facilitated delivery of railcar to shipper's facility [Closed]	
01/05/2017	Railroad rate levels	South	Shipper expressed concern over railroad's proposed rate increases, which would prevent shipper from making sales to certain customers; RCPA discussed commercial issues with shipper; conferred with railroad about rate increases and suggested delaying or phasing rate increase to allow shipper to make commercial adjustments; railroad agreed to delay and phase-in rate increase [Closed]	
01/06/2017	Railroad rate levels	South	Shipper expressed concern over terms of proposed contract, which limited shipper's logistics options; RCPA discussed railroad's pricing and commercial approach and the distinction between contract and tariff service; offered to liaise with railroad; shipper declined to pursue [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
01/09/2017	Railroad reciprocal switching	South	Representative of shipper expressed concern over lack of reciprocal switching, as available to other nearby shippers; RCPA provided informal guidance as to likely commercial and legal circumstances leading to different treatment; offered to liaise directly with railroad; shipper declined to pursue [Closed]	
01/10/2017	Railroad demurrage issue	West	Shipper presented concern over rail operations causing demurrage; RCPA discussed shipper's traffic flow and service plan; liaised with serving railroad to discuss problems and explore settlement; facilitated discussions leading to resolution [Closed]	
01/17/2017	Railroad tariff issue	South	Shipper presented concern with railroad's proposed modification of unit train tariff, which would impose additional costs on shipper; RCPA discussed commercial issues and provided informal guidance to shipper; offered to liaise with railroad; shipper declined to pursue [Closed]	
01/17/2017	Railroad service issue	South	Shipper described challenges in reactivating rail service to new industrial facility, including terms of railroad's proposed side track agreement; RCPA discussed commercial issues and norms for side track agreements and offered to liaise with railroad; shipper declined to pursue [Closed]	
01/18/2017	Railroad rate levels	Midwest	Railcar lessor expressed concern over private empty car moves being subject certain minimum charges, which negatively impact lessor's ability to engage potential customers; provided informal guidance to shipper on legal and commercial issues [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
01/23/2017	Railroad service issues	Midwest	Shipper presented problem with railroad concerning side track agreement and potential for loss of rail service due to impasse; RCPA liaised with railroad to facilitate communication between the parties [Closed]	
02/01/2017	Railroad common carrier obligation	South	Shipper expressed concern over railroad's refusal to accept tendered shipment due to perceived regulatory compliance issues; RCPA provided informal guidance and perspective on commercial issues; explained potential formal remedies before the STB; facilitated further discussion between parties to work towards resolution [Closed]	
02/03/2017	Railroad demurrage issue	West	Shipper explained that it began to incur increased demurrage charges after railroad changed its operating plan; RCPA liaised with railroad to discuss operational issues and impact on demurrage; convened a call with both parties to discuss issues, which resulted in waiver of pending charges and development of process to reconcile demurrage on a weekly basis, going forward [Closed]	
02/15/2017	Railroad service issue	West	Shipper presented concern with decline in rail service to transload facility, which has negatively impacted shipper's ability to sell product to customers; RCPA liaised with transloading facility and railroad to understand operational issues; facilitated conversation between parties and commitment to improve coordination [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
02/17/2017	Railroad rate levels	Midwest	Shipper complained that railroad increased rates but did not do so for competitors; RCPA provided informal guidance to shipper on commercial issues; explained potential remedies before the STB; offered to liaise with serving railroad; shipper declined to pursue [Closed]	
02/17/2017	Railroad service issue	Midwest	Shipper expressed concern over deteriorating service and delays in receiving empty cars for loading; RCPA provided overview of current issues affecting certain railroads' operations and magnitude of service disruption; offered to liaise with affected railroads to facilitate communication of service expectations and outlook [Closed]	
02/21/2017	Railroad demurrage issue	South	Shipper presented problem with disputed demurrage charges and railroad's notice of suspension of rail service; RCPA provided informal guidance to shipper on legal and commercial issues; offered to confer with serving railroad; shipper declined to pursue until further communications take place [Closed]	
02/27/2017	Railroad rate levels	West	Shipper presented concern with railroad's rate to interchange location; RCPA provided informal guidance to shipper on railroad rate structure and pricing practices; offered to confer with railroad; shipper declined to pursue [Closed]	
02/27/2017	Railroad demurrage issue	Midwest	Shipper expressed concern over demurrage, resulting from railroad changing its local service plan; RCPA explained potential formal remedies before the STB; offered to liaise with serving railroad; shipper requested additional guidance [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
02/28/2017	Railroad demurrage issue	West	Shipper's representative expressed concern over demurrage charges arising from inconsistent service and bunching; RCPA discussed commercial issues and formal and informal remedies before STB; representative will follow up with RCPA, if needed [Closed]	
02/28/2017	Railroad demurrage issue	East	Shipper presented concern over demurrage charges related to missed switches and bunching; RCPA discussed operational and commercial issues and offered to liaise with railroad; discussed dispute with railroad and its outside counsel; attempting to achieve mediated settlement [Pending]	
03/03/2017	Railroad service issue	West	Shipper expressed concern over deterioration in rail service and potential shut down of operations; RCPA discussed current operational challenges affecting railroad and liaised with railroad on shipper's behalf; railroad restored operations resulting in service improvement [Closed]	
03/03/2017	Railroad service issue	Midwest	Shipper's representative presented issue relating to potential loss of rail service at shipper's facility; RCPA provided informal guidance and explained potential formal remedies before the STB [Closed]	
03/08/2017	Railroad service issue	Northeast	Shipper expressed concern over decline in rail service and inbound cars stuck at serving yard; RCPA discussed operational issues and offered to liaise with railroad; in the meantime, stranded cars were delivered to shipper, which resolved dispute [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
03/10/2017	Railroad demurrage issue	West	Shipper expressed concern over demurrage charges related to cars in transit for extended time; RCPA provided informal guidance to shipper; liaised with railroad on operational issues, resulting in service changes that should reduce instances of demurrage going forward [Pending]	
03/21/2017	Railroad service issue	West	Shipper raised concern over delayed movement of outbound loaded railcars, arising from congestion at interchange location and inability to reroute cars to avoid delays; RCPA conferred with shipper about operational issues and liaised with shortline to ascertain the cause and magnitude of congestion issues [Pending]	
03/22/2017	Railroad service issue	Midwest	Shipper expressed concern over dispute between railroad and rail line owner, and recent degradation in service, including potential loss of rail service; RCPA discussed formal and informal pathways for seeking assistance or relief from the Board; shipper will consider options and confer with RCPA [Pending]	

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

1st Quarter 2017 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	57	12	10	12	10	12
Acquisition and Operation Exemption	1	0	0	0	0	1
Arrange Meeting	7	1	1	0	1	4
Bus Issue	1	0	1	0	0	0
Household Movers	12	2	2	1	0	7
Information-Economic Data	8	3	1	1	0	2
Information-Non Economic Request	5	0	0	0	2	3
Motor Carriers (trucks)	5	1	1	2	0	1
Railroad Abandonment/Loss of Service	3	1	1	0	0	1
Railroad Amtrak/Passenger Issue	2	0	0	0	0	2
Railroad Blocked Crossings	2	0	0	0	1	1
Railroad Common Carrier Obligation	2	0	1	0	0	1
Railroad Demurrage Charges	7	1	1	1	4	0
Railroad Denial of Rail Service	3	1	0	0	0	2
Railroad Embargo	1	0	0	0	0	1
Railroad Environmental Issues	3	0	0	1	0	2
Railroad Hazardous Material Rules	1	0	0	0	0	1
Railroad Idling Engines/Parked Trains	1	0	0	0	0	1
Railroad Interchange Issue	1	0	0	0	0	1
Railroad Labor Issues	1	0	0	0	0	1
Railroad Lease of track or equipment	1	0	0	0	0	1
Railroad Noise - Airhorn, Safety, etc	2	0	0	0	0	2
Railroad Operating Authority Issue	2	0	0	1	1	0
Railroad Preemption	2	0	2	0	0	0
Railroad Rate Levels/Increases	6	0	1	2	1	2
Railroad Reciprocal Switching	1	0	1	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Railroad Service Issue	10	1	1	4	4	0
Railroad Stored Freight Cars	2	1	0	1	0	0
Railroad Tariff Issue	1	0	0	0	0	1
Rails to Trails	11	2	3	1	0	4
Real Estate Matter	1	0	0	0	1	0
STB Authority Question	3	0	1	2	0	0
STB Information	50	5	7	5	3	28
STB Jurisdictional Question	9	1	4	1	0	3
STB Procedural Assistance	38	5	8	6	5	14
STB Recordations or Security Interests on Rail Cars	8	2	3	2	0	1
STB Records Assistance	17	4	3	1	3	6
STB Webpage/Downloading Assistance	5	3	0	0	0	2
Water Carrier	5	0	0	0	4	1
Wrong Agency Calls	6	0	1	1	0	4
Other	2	1	0	0	0	1
Total	300	47	54	45	40	114

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

1st Quarter 2017 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	9
Chemicals	6
Forest Products	2
Hazardous Waste/Radioactive Waste	1
Household Goods	10
Industrial Products	6
Metals and Minerals	1
Not Specified by Shipper	5
N/A	258
Passenger	6
TIH	1
Total	305

*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.