

2007 Rail Consumer Assistance Complaints				
Date	Region	Central Issue	Problem	STB Action
2/15/2007	N/S	Demurrage	Complaint and questions about railroads demurrage policies	Advised shipper regarding traditional railroad demurrage policies as well as Board jurisdiction over demurrage matters
1/12/2007	South	Demurrage	Complaint about charges for car storage following a change in the serving carriers demurrage policy	OCCA handled as Rail Consumer Assistance complaint working with both shipper and railroad towards a resolution and agreement
2/6/2007	N/S	Information Request	Question from RR regarding notation in CFR	OCCA provided answer
3/9/2007	South	Information Request	Shipper submitted several questions about claims procedures and responsibilities of railroads	Answered shipper questions with references to the U.S. Code and Code of Federal Regulations
3/20/2007	South	Information Request	Questions submitted from federal agency regarding trends in pooling of container chassis	OCCA provided detailed response
2/13/2007	N/S	Other	Question about truckload common carriers	OCCA personnel provided response
2/21/2007	Midwest	Rail Service	Complaint about poor rail service	OCCA worked with shipper and railroad to improve communications and ultimately service improved
3/19/2007	Midwest	Rail Service	Complaint from rail shipper regarding inconsistent service and severe delays in rail car delivery	OCCA contacted the railroad and handled to ensure that rail cars were delivered to shipper
1/30/2007	Northeast	Rail Service	Shipper submitted Rail Consumer Assistance complaint after railroad discontinued service to their rail spur	Contacted railroad on behalf of shipper. Railroad provided detailed response to OCCA and shipper
2/6/2007	South	Rail Service	Shipper request for information on potential rail service from short line railroad serving their local community followed by request for rail service from Mayor's office	Contacted the short line railroad on behalf of shipper to address inquiry; short line provided response
3/8/2007	South	Rail Service	Shipper submitted a Rail Consumer Assistance complaint after rail service was eliminated following a derailment	OCCA continues to work with railroad and shipper towards resolution
1/23/2007	West	Rail Service	Shipper complaint about railcars delayed in Denver	Railroad expedited the cars and provided response to shipper

