

<b>3rd Quarter 2006 Shipper Comments and Complaints</b>					
<b>Date</b>	<b>Region</b>	<b>Central Issue</b>	<b>Problem</b>	<b>STB Action</b>	<b>Commodity Group</b>
7/10/2006	Midwest	Rates	Complaint about rising rail rates	Discussed regulations governing rates and service with shipper; shipper choose not the file Rail Consumer Assistance complaint	Chemicals
7/10/2006	South	Other	Complaint about Idling engines and blocked crossing	Explained STB and FRA jurisdiction involving local nuisance issues	NA
7/19/2006	South	Rail Service	Consistent car supply and switch problems with serving carrier	Handled as Rail Consumer Assistance Complaint with shipper and serving railroad; improved communication resulted in improved service	Forest Products
7/25/2006	Midwest	Rates	Complaint about rising rail rates	Discussed issue at length with shipper; addressed regulations govering the railroads	Forest Products
7/25/2006	Midwest	Fuel Surcharges	Complaint and comment about rail fuel surcharges	Discussed Board activity on this issue and advised as to how shipper could participate in proceeding if interested	Metals and Minerals
7/26/2006	West	Demurrage	Complaint about service delays that result in demurrage charges	Handled as Rail Consumer Assistance Complaint with railroad; railroad provided a response to OCE and shipper	Forest Products
8/14/2006	South	Rail Service	Shipper complaint about planned cessation in service from railroad.	Handled as Rail Consumer Assistance complaint with railroad involved; railroad provided reply and explanation of issues.	N/S
8/18/2006	West	Other	Complaint about train horn noise	Referred contact onto the appropriate contacts at railroad as well as FRA Issue Briefs on train horn noise available on line.	NA
8/20/2006	West	Rates	Complaint and question about railroads obligation to provide notification of rate increases	Provided shipper with reply and reference to the applicable CFR section	Metals and Minerals
8/21/2006	West	Rail Service	Complaint about misrouted rail car which was not returned to car owner	Handled as Rail Consumer Assistance complaint with railroad involved; railroad found and re-routed the car to the owner	Metals and Minerals
8/25/2006	South	Rates	Complaint about rising rail rates	Discussed regulations and opportunities for Board involvement with shipper; shipper did not file Rail Consumer Assistance complaint	N/S
9/5/2006	South	Rates	Complaint about rising rail rates	Handled as Rail Consumer Assistance program; railroad provided detailed response	Chemicals
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9/8/2006	West	Rates	Complaint and question about changes to railroad tariff rate which made adjustments to receiving locations	Answered several questions and advised as to Rail Consumer Assistance program	Agricultural Products
9/12/2006	N/S	Information Request	Questions about claims processes with railroads	Provided response	N/S
9/15/2006	South	Rail Service	Question about long standing haulage agreement and its impact on shippers	OCE provided information on the specific situation at issue	Chemicals
9/18/2006	Midwest	Rates	Complaint about lack of 20-day notice of rate increase from railroad	Discussed applicable regulations with shipper; shipper filed Rail Consumer Assistance complaint seeking reply from carrier - still awaiting reply.	Agricultural Products
9/19/2006	Northeast	Rail Service	Complaint about railroad refusal to move equipment moving on own wheels	OCE contacted railroad involved as well as track owner; both agreed that if certain conditions were met then the car would be moved; OCE replied to shipper directly	NA
9/20/2006	South	Car supply	Complaint about car supply and car auction programs	Discussed specific customer situation at length and advised of Rail Consumer Assistance program	Metals and Minerals
9/21/2006	N/S	Rates	Questions about rail rates and routings	Discussed specific customer situation at length and advised of options with STB	N/S
9/27/2006	Midwest	Rail Service	Complaint about interchange service between two railroads	Worked with railroads involved to find lost cars and improve interchange communication	Forest Products