

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Q1 2026

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 Q1 2026, 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 7/5/16.</p> <p>Appeal filed with the U.S. Court of Appeals for the District of Columbia Circuit on 9/1/16. Appeal ordered to be held in abeyance by the D.C. Circuit on 1/3/17 to allow parties to reach agreement regarding certain terms and conditions.</p> <p>BNSF filed petition to establish conditions of use and compensation on 1/12/18.</p> <p>The parties participated in two rounds of Board-sponsored mediation in 2018 and 2019. Both rounds were unsuccessful.</p> <p>On 2/21/20, the Board established conditions of use. The decision also directed the parties to submit a joint procedural schedule to govern</p>

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							<p>discovery and briefing on the remaining issues regarding compensation.</p> <p>On 4/1/20, the Board adopted a procedural schedule jointly proposed by the parties and granted a joint request to appoint an administrative law judge to resolve discovery disputes.</p> <p>On 4/7/20, a second appeal was filed with the U.S. Court of Appeals for the District of Columbia Circuit.</p> <p>On 12/18/20, BNSF filed a petition to establish conditions of use. Additional pleadings by BNSF, UP, and KCS were filed through 5/11/21.</p> <p>On 4/13/22, 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 of use.</p> <p>On 4/29/22, a third appeal was filed with the U.S. Court of Appeals for the District of Columbia Circuit.</p> <p>On 11/28/23, the Board ordered the parties to submit</p>

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							<p>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.</p> <p>On 12/14/23, KCS filed a petition for a technical conference and to modify the procedural schedule. A staff-supervised technical conference with outside counsel and consultants for the parties was held on 6/13/24.</p> <p>On 6/25/24, the Board set a procedural schedule for KCS to submit supplemental analysis and data, including workpapers, for its line segment earnings calculations. On 7/23/24, KCS was granted an unopposed extension of the procedural schedule. KCS filed its supplemental data on 8/23/24, and BNSF filed a reply on 9/23/24. KCS filed its rebuttal on 10/7/24.</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	Docket is consolidated with NOR 42150, NOR 42152, and NOR 42153. On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25 Union Pacific filed an appeal in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.

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>Docket is consolidated with NOR 42144, NOR 42152, and NOR 42153.</p> <p>On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25, Union Pacific filed an appeal in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.</p>

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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	Docket is consolidated with NOR 42144, NOR 42150, and NOR 42153. On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25, Union Pacific filed an appeal in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.

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>Docket is consolidated with NOR 42144, NOR 42150, and NOR 42152.</p> <p>On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25, an appeal was filed by Union Pacific in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.</p>
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 7/8/19. Answer, reply to motion for abeyance, and motion to dismiss received on 7/29/19. Reply to the motion to dismiss received on 8/14/19.</p> <p>On 9/30/19, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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 1/31/24. Joint motion filed 2/6/24 asking that the Board hold the proceeding in abeyance until 5/6/24. On 2/7/24 the Board granted the motion.</p> <p>Proceeding was held in abeyance until 5/6/24.</p> <p>BNSF filed partial motion to dismiss 5/17/24. BNSF filed answer to complaint 5/20/24. Evergy filed reply to partial motion to dismiss 6/6/24. On 9/27/24, BNSF filed a motion to compel discovery from Evergy.</p> <p>On 11/14/24, the Board granted BNSF's partial motion to dismiss.</p> <p>On 12/10/24, the Board tolled all deadlines under the procedural schedule while it considered the pending motion to compel discovery.</p> <p>On 3/4/25, the Board granted, in part, BNSF's motion to compel discovery, directed the parties to meet and confer to coordinate the exchange of information and documents, and updated the procedural schedule.</p> <p>On 5/14/25, the Board granted, in part, a second motion to compel discovery by BNSF, and updated the procedural schedule.</p> <p>On 5/23/25, the Board granted a joint motion to modify the</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>procedural schedule.</p> <p>Evergy submitted its opening evidence on 6/25/25.</p> <p>On 11/14/25, the Board issued a decision amending the procedural schedule. On 11/17/25, Evergy submitted a motion to modify the amended procedural schedule. On 11/19/25, BNSF filed a reply opposing the motion.</p> <p>On 11/20/25, BNSF filed its reply evidence. On 12/8/25, Evergy's motion to modify the procedural schedule was granted. In accordance with the revised procedural schedule, Evergy filed rebuttal evidence on 1/20/26, and simultaneous final briefs were filed on 2/23/26.</p>
3/7/2025	Application for terminal trackage rights	Commuter Rail Division of the Regional Transportation Authority d/b/a/ Metra – Terminal Trackage Rights -- Union Pacific Railroad Company	FD 36844	Chicago	Commuter Rail Division of the Regional Transportation Authority d/b/a Metra's ("Metra")	Union Pacific Railroad Company	<p>Application filed 3/7/25. On 3/20/25, the Board adopted a procedural schedule.</p> <p>On 5/5/25, Metra filed its opening evidence.</p> <p>On 5/23/25, UP filed a motion to dismiss the application. On 6/12/25, Metra filed a reply.</p> <p>On 6/3/25, UP filed its reply statement and evidence.</p> <p>On 6/23/25, Metra filed its rebuttal statement and evidence. On 6/25/25, UP filed a motion to strike evidence submitted by Metra. On 6/26/25, Metra filed a reply.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>On 6/30/25, Metra filed a Petition for Temporary Injunction and/or Ex Parte Application for Section 11123(a) Service Order; UP replied to that petition the same day, and on 7/1/25, the Board denied Metra's request for temporary injunction or emergency service order.</p> <p>On 9/3/25, the Board granted Metra's application for trackage rights. The parties are now negotiating compensation and conditions for the use of terminal facilities. The Board ordered the parties to file status reports every 60 days, starting on 11/3/25.</p> <p>On 9/29/25, UP filed a Petition for Interim Condition or Stay; UP filed an appeal in the U.S. Court of Appeals for the Eighth Circuit the same day.</p> <p>On 9/30/25, the Board imposed, on a temporary basis, interim liability and indemnification terms applicable to three Union Pacific Railroad lines used by Metra to provide commuter rail service in the Chicago area.</p> <p>On 11/13/25, Metra filed a reply to the Petition for Interim Condition or Stay and the Board's 9/30/25 decision; Metra and UP filed a joint status report the same day.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>On 12/1/2025, Metra filed a request for the Board to establish conditions and compensation for use of terminal facilities, and a proposed procedural schedule.</p> <p>On 12/3/2025, the Board confirmed the imposition of interim liability and indemnification terms, applicable to three Union Pacific Railroad lines used by Metra to provide commuter rail service in the Chicago area, until final terms are established or this proceeding is otherwise resolved.</p> <p>On 12/15/25, UP submitted a reply opposing Metra's request to initiate a conditions and compensation proceeding and to set a procedural schedule while the parties continue to negotiate, and also moved for a protective order to prevent Metra from obtaining discovery while negotiations are ongoing; on 12/18/25, Metra filed a reply to UP's reply.</p> <p>On 12/29/25, Metra filed a comment for the Board to deny UP's motion for protective order filed on 12/15/25 and UP filed a reply to the reply that Metra filed on 12/18/25.</p> <p>Metra and UP filed joint status reports on 1/2/26 and 3/3/26.</p>

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							<p>On 3/13/26, the Board denied as premature a request by Metra to set conditions and compensation for the use of terminal facilities, temporarily stayed discovery sought by Metra, and directed the parties to continue negotiations for 60 days (absent a joint request for additional time) followed by the submission of a joint report to the Board.</p> <p>In the Eighth Circuit, UP filed its opening brief on 1/2/26. The Board and Metra filed their answering briefs on 2/24/26. UP's reply brief was filed on 3/18/26.</p>
5/20/2025	Application for terminal trackage rights	CSX Transportation, Inc.—Terminal Trackage Rights—Norfolk Southern Railway Company and Norfolk & Portsmouth Belt Line Railroad Company	FD 36859	Norfolk and Chesapeake, Va.	CSX Transportation, Inc.	CSX Transportation, Inc.; Norfolk Southern Railway Company; Norfolk & Portsmouth Belt Line Railroad Company	<p>Application filed 5/20/25.</p> <p>On 6/2/25, NS filed a motion to hold the proceeding in abeyance and a petition for housekeeping stay.</p> <p>On 6/3/25, CSXT filed a reply to NS's petition for housekeeping stay.</p> <p>On 6/5/25, the Board granted NS's petition for housekeeping stay and tolled all deadlines pending further order of the Board.</p> <p>On 6/12/25, CSXT filed a reply to NS's motion to hold the proceeding in abeyance.</p> <p>On 9/25/25, the Board granted NS's motion to hold the proceeding in abeyance.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
5/20/2025	Unlawful control; unlawful removal of track assets	CSX Transportation, Inc. v. Norfolk Southern Corporation and Norfolk Southern Railway Company	NOR 42183	Norfolk and Chesapeake, Va.	CSX Transportation, Inc.	CSX Transportation, Inc. and Norfolk Southern Railway Company	<p>Complaint filed 5/20/25.</p> <p>On 6/2/25, NS filed a motion to hold the proceeding in abeyance and a petition for housekeeping stay.</p> <p>On 6/3/25, CSXT filed a reply to NS's petition for housekeeping stay.</p> <p>On 6/5/25, the Board granted NS's petition for housekeeping stay and tolled all deadlines pending further order of the Board.</p> <p>On 6/12/25, CSXT filed a reply to NS's motion to hold the proceeding in abeyance.</p> <p>On 9/25/25, the Board granted NS's motion to hold the proceeding in abeyance.</p>

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS

Q1 2026

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 Q1 2026 (January 1, 2026 – March 31, 2026), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/30/2025	Railroad demurrage charges	South	Shipper requested assistance from RCPA relating to bunching of its empty inbound railcars at interchange locations, leading to a glut of cars arriving at its serving yard and attendant demurrage charges; RCPA discussed the issues with the shipper and then engaged with the railroad to explore the circumstances and possible solutions; the shipper did not pursue further assistance. [Closed]	
1/2/2026	Railroad service issue	Northeast	Shipper sought assistance from RCPA related to loaded railcars that were delayed in transit to supply its customers; RCPA discussed the issues with the shipper and then engaged with the railroad to facilitate the cars prompt movement to destinations; the railroad subsequently advised RCPA that the cars were delivered. [Closed]	

¹ A table showing the quarterly inquiries received by Rail Customer and Public Assistance (RCPA) 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
1/6/2026	Railroad service issue	South	Shipper contacted RCPA for assistance with missed switches at its facility that were interrupting production and poor communication with local railroad personnel; RCPA discussed the issues with the shipper and then contacted the railroad; subsequently, the shipper informed RCPA that local switching performance and communication had greatly improved. [Closed]	
1/6/2026	Railroad demurrage issue	Northeast	Shipper contacted RCPA for assistance relating to disputed demurrage charges arising over a period of two years; the shipper contended that the charges were primarily due to missed switches and poor local service, including the railroad's change of its operating plan; at the shipper's request, RCPA mediated the dispute with the railroad, resulting in a settlement agreement that resolved the issues. [Closed]	
1/9/2026	Railroad service issue	South	Shipper sought assistance from RCPA related to a dispute with a railroad over track conditions at its facility and the railroad's refusal to perform intra-plant switching; RCPA discussed the circumstances with the shipper, including potential safety and operational issues from the railroad's perspective and options for re-working the track layout; the shipper reviewed its position and did not seek direct RCPA engagement with the railroad. [Closed]	
1/14/2026	Railroad service issue	South	Shipper requested assistance from RCPA relating to a rail car that was delayed in transit due to incorrect waybilling information; RCPA contacted the railroad, which recognized and corrected the issue, resulting in the movement of the car to its destination. [Closed]	
1/15/2026	Railroad service issue	West	Shipper contacted RCPA for assistance with a local service issue, resulting from the railroad's designation of its facility as spot-on-arrival, rather than order-in; RCPA conferred with the shipper and then contacted the railroad; the railroad reviewed the situation and converted the facility to closed-gate, allowing the shipper to select cars from its serving yard. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
1/29/2026	Railroad service issue	South	Shipper requested assistance from RCPA in restoring rail service to its facility in order to support new supply chains and additional production; RCPA discussed the service and infrastructure issues with the shipper and then engaged with the railroad; RCPA conferred with the railroad on the status of the shipper's request, as well as trouble-shooted service and track constraints; as a result, the shipper and the railroad held direct, senior-level meetings to move forward. [Closed]	
1/30/2026	Railroad intra-carrier disputes	Midwest	Shipper contacted RCPA for assistance related to a service outage at its facility because one railroad refused to operate over another railroad's track due to safety concerns; RCPA discussed the issues with the shipper and then contacted both railroads to seek to resolve the dispute; RCPA liaised with each railroad to better understand operating and commercial issues and to arrange a joint track inspection to align expectations for repair work and track condition. [Pending]	
1/30/2026	Railroad rate levels	South	Shipper contacted RCPA for assistance related to a railroad's recent rate increase for a short haul segment of a joint line move; the shipper advised that the increase would likely foreclose routing product from certain offline origins due to cost constraints; RCPA discussed the implications of the increase with the shipper and potential further negotiation points with the railroad; however, the shipper did not seek direct RCPA assistance. [Closed]	
2//6/2026	Railroad service issue	West	Shipper contacted RCPA for assistance related to congestion at an intermediate terminal and an embargo, which were delaying movement of critical needs rail cars; RCPA contacted the railroad to discuss the circumstances and facilitate the cars' movement; subsequently, the railroad updated RCPA that the cars were delivered to destination. [Closed]	
2/10/2026	Railroad service issue	Northeast	Shipper contacted RCPA to discuss missed switches and delays in transit that it was experiencing with a railroad at several locations; RCPA conferred with the shipper about the situation and offered informal assistance; however, the shipper advised that it was conducting senior-level discussions and would await the outcome before moving forward; the shipper did not seek further support. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
2/13/2026	Railroad service issue	South	Short line railroad requested assistance from RCPA related to disruptions at interchange with a Class I railroad, resulting in congestion and cars being left in its yard; RCPA liaised with the Class I railroad to elevate its focus on resolving the issues; the Class I advised that it was current on interchange and had provided a senior-level contact to the short line for problem resolution. [Closed]	
2/20/2026	Railroad service issue	South	Shipper contacted RCPA for assistance related to congestion and a buildup of inbound cars at its local serving yard, resulting from harsh winter weather; RCPA discussed the situation with the shipper and counseled the shipper on steps to take with the railroad to proactively reduce congestion, manage its pipeline, and restore fluidity into its facility. [Closed]	
2/20/2026	Railroad service issue	Northeast	Shipper contacted RCPA to discuss restoration of service to a formerly rail-served facility; the shipper explained that a new short line carrier was not making progress in renewing operations; RCPA discussed the issues with the shipper including informal assistance; however, the shipper did not want direct engagement at this point. [Closed]	
2/23/2026	Railroad service issue	Midwest	Shipper sought assistance from RCPA related to the implications of a labor dispute at a manufacturing facility that might potentially result in a disruption of rail service; RCPA discussed the situation with the shipper, including options for formal or informal relief involving the STB; however, the shipper did not want direct engagement pending further developments with the labor dispute. [Closed]	
3/5/2026	Railroad service issue	Northeast	Shipper requested assistance from RCPA relating to missed switches and delays in its last-mile service; RCPA discussed the issues with the shipper, including the relationship between the line haul and serving railroads; RCPA contacted the serving railroad to elevate the shipper's concerns and explore pathways to restore consistent service; the serving railroad referred to weather challenges as a key factor, but said its operations were recovering. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/5/2026	Railroad tariff issue	South	Trade association contacted RCPA for assistance arising from a railroad rejecting certain intermodal shipments on the grounds of non-compliance with a tariff requirement; RCPA discussed the situation with the association and then liaised with the railroad to better understand the tariff requirements and basis for rejection of the shipment; the railroad offered to provide direct assistance to the specific shipper whose shipment was rejected. [Closed]	
3/9/3036	Railroad demurrage issue	South	Shipper's consultant contacted RCPA about demurrage issues at its client's facility, resulting from missed switches; the consultant wanted a direct contact at the railroad to discuss the issues; RCPA conferred with the consultant and provided a contact at the railroad to assist with the issues. [Closed]	
3/10/2026	Railroad service issue	West	Shipper requested assistance from RCPA related to poor local service, including missed switches, cars spotted on the wrong track, and ineffective communication; RCPA conferred with the shipper about the situation and then contacted the railroad; the railroad advised that it would work to resolve the issues, but pointed to shipper issues, such as rough handling of cars and inaccessible track; RCPA advised the shipper of the issues and encouraged direct communication between local personnel. [Closed]	
3/11/2026	Railroad service issue	South	Shipper sought assistance from RCPA related to re-establishing service at its facility, in particular, stalled negotiations over a track lease agreement; RCPA discussed the issues with the shipper and then contacted the railroad to better understand the commercial and operational impediments to restarting service. [Pending]	
3/12/2026	Railroad service issue	South	Shipper contacted RCPA for assistance relating to a rail car that was stalled in transit due to a waybilling issue; the originating railroad had provided corrected data to the connecting railroad, but the car was not being forwarded to interchange with the destination railroad; RCPA conferred with the connecting railroad to facilitate the flow of corrected information and to prompt interchange of the car; subsequently, the connecting railroad confirmed that the car had been interchange. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/27/2026	Railroad service issue	Northeast	Shipper contacted RCPA for assistance related to delays in transit and inconsistent local service, which was preventing it from supplying product to its customers; RCPA contacted the railroad to raise the issues and explore potential solutions. [Pending]	
3/27/2026	Railroad service issue	West	Shipper requested assistance from RCPA to address local service issues including missed switches, failure to pull released cars and poor communication; RCPA contacted the railroad to address the issues. [Pending]	
3/30/2026	Railroad service issue	South	Shipper sought assistance from RCPA related to rail cars that were delayed at interchange between a Class I railroad and its short line serving railroad; the shipper advised RCPA that it was forced to truck product to its facility in order to maintain production to support its customers; RCPA discussed the situation with the shipper and contacted the Class I railroad to resolve the issues; the Class I railroad advised RCPA that interchange was current and the shipper confirmed that inbound cars were en route. [Closed]	

Note: A table of all inquiries received by Rail Customer and Public Assistance is attached below as an appendix to this quarterly report.

Appendix to Quarterly Report of Informal Service Complaints

Q1 2026 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	9	5	0	3	1	0	0	0
Household Goods Moving Issue	12	2	4	2	3	1	0	0
Information-Economic Data	14	4	6	4	0	0	0	0
Information-Non Economic Request	50	13	5	14	8	8	2	0
Amtrak or Passenger Rail Issue	3	2	1	0	0	0	0	0
Railroad Commercial or Billing Issue	1	0	1	0	0	0	0	0
Railroad Blocked Crossings	9	1	3	4	1	0	0	0
Railroad Demurrage Charges	2	1	1	0	0	0	0	0
Railroad Denial of Rail Service	1	0	1	0	0	0	0	0
Railroad Inter-carrier disputes	2	0	0	2	0	0	0	0
Railroad Interchange Issue	1	0	1	0	0	0	0	0
Railroad Labor Issues	1	0	1	0	0	0	0	0
Railroad Maintenance Issue	3	2	0	1	0	0	0	0
Railroad Noise, Safety, etc.	9	3	3	1	2	0	0	0
Railroad Operating Authority Issue	1	0	0	0	1	0	0	0
Railroad Rate Levels/Increases	1	0	1	0	0	0	0	0
Railroad Service Issue	18	6	6	2	3	1	0	0
Railroad Tariff Issue	2	1	0	1	0	0	0	0
Rails to Trails	10	5	3	0	1	0	1	0
Real Estate Matter	6	1	3	0	2	0	0	0
STB Jurisdictional Question	9	6	2	0	1	0	0	0
STB Procedural Assistance	79	34	18	11	11	5	0	0
STB Recordations or Security Interests on Rail Cars	4	0	0	3	1	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
STB or ICC Records Assistance	67	21	14	21	11	0	0	0
STB Webpage/Downloading Assistance	2	0	1	1	0	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	5	1	1	0	3	0	0	0
Wrong Agency Calls	9	1	1	1	4	2	0	0
Total	330	109	77	71	53	17	3	0

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

Q1 2026 Cases by Commodity Group*

Commodity Group	Number
Agricultural Products	11
Chemicals	10
Construction Materials	2
Empty Freight Cars	1
Hazardous Waste/Radioactive Waste	1
Household Goods	11
Industrial Products	8
Intermodal	7
Metals and Minerals	2
Municipal Waste	2
Passenger	6
Other	12
N/A	257
Total	330

*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.