

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

Q2 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 Q2 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> <p>Chairman Fuchs has indicated that the next Board action is expected in July 2026.</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.

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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.

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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>Docket is related to, but not consolidated with, NOR 42144, NOR 42150, NOR 42152, and NOR 42153.</p> <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>

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							<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>

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							<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>

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							<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, 3/3/26, and 5/22/26.</p>

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							<p>On 3/13/26, the Board denied as premature Metra’s request 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>On 5/22/26, Metra and UP filed a joint report in response to the Board’s 3/13/26 decision in which they stated that they are unable to reach resolution absent Board intervention.</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. The Court held oral argument on 6/9/26.</p>

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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> <p>On 5/13/26, CSXT filed a request that the Board continue to hold the proceeding in abeyance. On 6/2/26, NPBL filed a reply generally supporting CSXT’s request.</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> <p>On 5/13/26, CSXT filed a request that the Board continue to hold the proceeding in abeyance. On 6/2/26, NPBL filed a reply generally supporting CSXT's request.</p>

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5/8/2026	Common carrier obligation	VFRC, LLC v. Portland & Western Railroad, Inc. and Genesee & Wyoming, Inc.	NOR 42187	Oregon	VFRC, LLC	Portland & Western, Inc., and Genesee & Wyoming	<p>Complaint filed 5/8/26.</p> <p>Answer and motion to dismiss filed 5/28/26.</p> <p>Amended Complaint filed 6/8/26.</p> <p>On 6/12/26, PWRN and G&amp;W filed a letter to withdraw the motion to dismiss, without prejudice to moving to dismiss the Amended Complaint.</p> <p>On 6/29/26, PWRN and G&amp;W filed a motion for protective order, and an answer and joint motion to dismiss the VFRC, LLC <i>et al.</i> Amended Complaint. The same day, Union Pacific Railroad Company informed the Board that it would respond to the Amended Complaint no later than July 6, 2026.</p>

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

Q2 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 Q2 2026 (April 1, 2026 – June 30, 2026), 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>
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; RCPA monitored the repair progress and coordination between the railroads. <b>[Closed]</b>	

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<sup>1</sup> A table showing the quarterly inquiries received by Rail Customer and Public Assistance (RCPA) 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>
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 facilitate direct negotiation on commercial and operational matters for restarting service. <b>[Closed]</b>	
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 elevate the issues and explore potential solutions; the shipper reported that it had favorable meetings with the railroad to resolve the issues. <b>[Closed]</b>	
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; the shipper and the railroad established pathways to improve performance and communications at the local level. <b>[Closed]</b>	
4/1/2026	Railroad reciprocal switching	West	Shipper contacted RCPA for assistance relating to a railroad's modification of a reciprocal switching tariff affecting the shipper's facility; RCPA discussed the issues with the shipper and then engaged with the railroad to better understand the situation and elevate the shipper's concerns; however, the railroad declined to reverse the tariff modification. <b>[Closed]</b>	
4/1/2026	Railroad demurrage charges	Northeast	Shipper requested assistance from RCPA relating to a railroad's assessment of demurrage and other ancillary charges for rail cars that were held in transit due to customs issues; RCPA liaised with both sides and facilitated settlement discussions, resulting in a favorable resolution of the disputed charges. <b>[Closed]</b>	
4/1/2026	Railroad service issue	South	Shipper contacted RCPA for assistance relating to deterioration of local service, in particular frequent missed switches; RCPA engaged with the railroad about the issues, resulting in a coordination meeting with the railroad; subsequently, the shipper reported that the railroad's corrective measures had resolved the issues. <b>[Closed]</b>	

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4/2/2026	Railroad service issue	Midwest	Shipper requested assistance from RCPA due to a railroad's delayed delivery of inbound rail cars, resulting in a plant shutdown situation; RCPA engaged with the railroad to elevate the shipper's critical needs, resulting in cars being delivered to avert an extended outage. <b>[Closed]</b>	
4/6/2026	Railroad reciprocal switching	Midwest	Shipper contacted RCPA about a modification of a facility's status in a rail industry publication, which was inconsistent with its historical switching access; RCPA engaged with the facility's serving carrier, which confirmed that access issues had not changed and advised that it would correct the discrepancy. <b>[Closed]</b>	
4/7/2026	Railroad reciprocal switching	South	Shipper contacted RCPA for assistance relating to a railroad's modification of a reciprocal switching tariff affecting the shipper's facility; RCPA discussed the issues with the shipper, including pathways for informal assistance; however, the shipper did not seek direct RCPA engagement with the railroad. <b>[Closed]</b>	
4/7/2026	Railroad service issue	Northeast	Shipper requested assistance from RCPA related to a railroad's track rehabilitation plan, which would curtail service to its facility and potentially impair its throughput; RCPA conferred with the shipper and then liaised with the railroad to ensure direct communication between the parties as well as a clear understanding of the shipper's expectations and the service schedule during maintenance work; the shipper subsequently reported that it was achieving its throughput for the facility. <b>[Closed]</b>	
4/8/2026	Railroad demurrage charges	Midwest	Shipper sought assistance from RCPA relating to a railroad's demand letter for payment of demurrage charges which the shipper believed were erroneous; RCPA liaised with the shipper and then arranged direct communications between both parties to discuss the charges; the shipper subsequently reported a favorable resolution of the dispute. <b>[Closed]</b>	
4/8/2026	Railroad demurrage charges	Northeast	Shipper's consultant contacted RCPA to discuss recurring situations where a railroad incorrectly imposes demurrage charges, resulting in disputes; the consultant explained that after multiple rounds of review, the charges are typically reduced or waived; RCPA discussed the circumstances with the consultant, but was not requested to engage directly with the railroad. <b>[Closed]</b>	

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4/9/2026	Railroad service issue	Midwest	Shipper requested assistance from RCPA relating to several rail cars that were either misrouted or delayed in transit; RCPA contacted the railroad to ascertain the status of the cars and ensure that the misrouted cars would be returned to the planned route; after RCPA liaised with the railroad, the shipper reported that all cars were progressing toward destination. <b>[Closed]</b>	
4/15/2026	Railroad claims issue	Multiple	Shipper contacted RCPA for assistance with claims against certain railroads due to its product arriving damaged at receiver locations; the shipper attributed the issue to rough handling of rail cars at switching points; RCPA liaised with the railroads, which pointed to compliance with industry practices for blocking and bracing the product for rail transit; RCPA was not able to resolve the dispute. <b>[Closed]</b>	
4/16/2026	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with a rail car that was delayed in transit and not being interchanged to its last-mile carrier; RCPA contacted the railroad which reported that the car would be interchanged the next day and that it would monitor its delivery. <b>[Closed]</b>	
4/16/2026	Railroad service issue	West	Shipper sought assistance from RCPA relating to a railroad's curtailment of service days at its facility, which would constrict the shipper's outbound volume from the facility; RCPA discussed the issues with the shipper, including both formal and informal pathways for assistance; however, the shipper did not request direct engagement with the railroad. <b>[Closed]</b>	
4/17/2026	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with a railroad's delay in picking up equipment for repositioning at another facility; RCPA contacted the railroad which advised that the equipment would be pulled the next day and moved to the location requested by the shipper; the railroad provided status updates tracking the progress. <b>[Closed]</b>	
4/20/2026	Railroad car supply	West	Shipper sought assistance from RCPA related to obtaining sufficient car supply from a railroad to meet anticipated volume; RCPA discussed the issues with the shipper and then liaised with the railroad; however, the railroad would not commit to increasing its car supply to the shipper and referred the shipper to outside car lessors to meet its needs. <b>[Closed]</b>	

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4/20/2026	Railroad service issue	South	Shipper requested assistance from RCPA related to cars that were being misrouted or sent back to origin due to poor coordination by the railroads involved in the move; RCPA contacted the delivering railroad to better understand the problems and explore solutions; the railroad recognized the issue and advised that a temporary fix was being implemented while it addressed the underlying issue. <b>[Closed]</b>	
4/30/2026	Railroad service issue	West	Shipper contacted RCPA for assistance with rail cars that were misrouted near their destination, but had not been returned to the last-mile railroad; RCPA contacted that railroad with possession of the cars, facilitating their return, and also noted broader issues raised by the shipper about coordinating operations at its serving yard; the railroad advised that it was implementing corrective measures. <b>[Closed]</b>	
5/4/2026	Railroad commercial issue	South	Shipper contacted RCPA for assistance with railcars that were stranded at a location after a cross-border move due to customs issues; RCPA engaged with an interline carrier to obtain information about the status of the cars and the process for securing their release; the interline carrier provided information and potential contacts to relay to the shipper in order to assist with recovering the cars. <b>[Closed]</b>	
5/7/2026	Railroad service issue	Midwest	Shipper sought assistance from RCPA relating to deteriorating service at its facility, including delays in transit and missed switches; RCPA discussed the circumstances with the shipper and then contacted the railroad to better understand the issues causing erratic service; the railroad referred to crew, track and power challenges, but advised that those issues were largely resolved; the shipper confirmed an improvement in service consistency. <b>[Closed]</b>	
5/7/2026	Railroad demurrage charges	South	Shipper requested assistance from RCPA related to container storage charges that were assessed by a railroad during a time period when congestion prevented drayage pick-up; RCPA liaised with the railroad, which, upon further review, agreed to reduce the storage charges. <b>[Closed]</b>	

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5/8/2026	Railroad miscellaneous charges	West	Shipper contacted RCPA for assistance with ancillary charges that were assessed by a railroad after its load shifted at a rail yard, resulting in product spillage; RCPA liaised with the railroad, which declined to offer relief based on the shipper's non-compliance with its loading rules for the commodity and rail car type. <b>[Closed]</b>	
5/8/2026	Railroad reciprocal switching	Midwest	Shipper contacted RCPA for assistance relating to a railroad's modification of a reciprocal switching tariff affecting the shipper's facility; RCPA discussed the issues with the shipper, including pathways for informal assistance; however, the shipper did not seek direct RCPA engagement with the railroad. <b>[Closed]</b>	
5/14/2026	Railroad service issue	Midwest	State agency contacted RCPA about a railroad's deteriorating service and unresponsive communication, negatively impacting its stakeholders; RCPA discussed the issues with the State agency, including STB jurisdiction and potential formal and informal pathways for assistance. <b>[Closed]</b>	
5/18/2026	Railroad demurrage charges	Northeast	Shipper's consultant contacted RCPA to discuss issues related to a railroad's poor local service, demurrage charges and dispute resolution process, affecting its client; RCPA discussed the issues with the consultant, including formal and informal pathways for seeking relief; however, the consultant did not wish to pursue additional actions. <b>[Closed]</b>	
5/21/2026	Railroad service issue	Midwest	Shipper contacted RCPA to discuss a deterioration in local rail service, particularly an increase in missed switches; RCPA discussed the circumstances with the shipper including crew shortages at certain locations on the railroad's network; at the shipper's request, RCPA gathered further information about the timeline for staffing the location to meet service demands. <b>[Closed]</b>	
6/2/2026	Railroad service issue	Northeast	Third-party logistics provider (3PL) contacted RCPA for assistance relating to delayed last-mile service to its client's facility and imprecise spotting of cars; RCPA discussed the issues with the 3PL and then liaised with the railroad to address the issues; the railroad advised that additional crews were being placed in service and that it was reviewing local operations to better serve customers in the area. <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>
6/3/2026	Railroad service issue	South	Shipper sought assistance from RCPA relating to restoring rail service to a recently acquired facility; the shipper advised that negotiations with the railroad had stalled and that it was unclear if the railroad intended to resume service; RCPA discussed the circumstances with the shipper and then engaged with the railroad to understand the details and timing necessary to resume operations. <b>[Pending]</b>	
6/3/2026	Railroad tariff issue	South	Shipper requested informal guidance from RCPA related to a railroad's application of tariff charges to rail cars that were delayed at the border due to issues with customs clearance; RCPA discussed the issues with the shipper and reviewed the tariff and other commercial documents; RCPA offered to liaise with the railroad; however, the shipper did not seek further assistance. <b>[Closed]</b>	
6/5/2026	Railroad service issue	Northeast	Shipper contacted RCPA for assistance with reductions in its weekly switches and service deterioration; the shipper explained that these issues were forcing it to truck product from distant rail-served warehouses, which further reduced direct rail shipments, leading the railroad to cut local service and resources; RCPA contacted the railroad to discuss the issues, resulting in direct discussions between the shipper and the railroad about service needs. <b>[Closed]</b>	
6/8/2026	Railroad service issue	South	Shipper requested assistance from RCPA relating to a rail car with a malfunctioning refrigeration unit, which the railroad had failed to set out for repairs; RCPA contacted the railroad, resulting in the car being made accessible to the shipper's maintenance contractor for repair work. <b>[Closed]</b>	
6/9/2026	Railroad claims	West	Shipper sought assistance from RCPA relating to a claim for premium freight charges incurred after a shipment was delayed and misrouted in transit, forcing the shipper to expedite replacement product to its customer; RCPA liaised with the railroad on the shipper's behalf to facilitate closer review of the claims, but was not able to achieve a resolution. <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>
6/9/2026	Railroad reciprocal switching	Midwest	Shipper contacted RCPA for informal guidance relating to a railroad's modification of the geographic limits of its intra-terminal switching tariff, which affected the shipper's facility; RCPA discussed the issues with the shipper, reviewed the relevant materials to better understand the modification, and then provided informal guidance to the shipper. <b>[Closed]</b>	
6/10/2026	Railroad demurrage issue	Northeast	Shipper's consultant requested assistance related to a railroad's change in local service, which was resulting in missed switches and increases in demurrage charges; RCPA conferred with the consultant and then engaged with the railroad to elevate the consultant's concerns. <b>[Pending]</b>	
6/11/2026	Railroad service issue	South	Shipper requested assistance from RCPA related to delayed inbound shipments that were creating a shutdown situation at its facility; RCPA liaised with the railroad to facilitate movement of the necessary cars, resulting in several critical cars being interchanged to the shipper's serving railroad, which averted the shutdown. <b>[Closed]</b>	
6/23/2026	Railroad service issue	South	Shipper requested urgent assistance from RCPA related to delayed interchange of loaded inbound rail cars, resulting in a run-out situation at its facility; RCPA liaised with the line haul railroad to ascertain the status of the cars and facilitate their delivery to the short line serving railroad; the line haul carrier expedited interchange of the cars, which prevented the run-out, and expedited other inbound cars to the short line. <b>[Closed]</b>	
6/24/2026	Railroad service issue	South	Shipper sought assistance from RCPA related to a line haul railroad's service deterioration, including missed interchange with its serving railroad and rail cars being delayed at intermediate yards; RCPA discussed the issues with the shipper and then liaised with the line haul carrier to elevate the shipper's concerns and explore solutions; the line haul railroad promptly interchanged several blocks of cars to the serving carrier and then set up a direct meeting with the shipper to address the problems. <b>[Closed]</b>	

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

### Q2 2026 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	7	4	0	1	1	1	0	0
Household Goods Moving Issue	11	1	1	3	4	2	0	0
Information-Economic Data	14	7	4	2	0	1	0	0
Information-Non Economic Request	26	12	4	3	4	3	0	0
Motor Carriers (Trucking) Issue	1	0	0	0	0	1	0	0
Amtrak or Passenger Rail Issue	4	1	0	2	0	1	0	0
Railroad Commercial or Billing Issue	8	1	3	2	0	1	1	0
Railroad Blocked Crossings	9	0	3	5	1	0	0	0
Railroad Car Supply	1	0	0	0	1	0	0	0
Railroad Claims	4	0	2	1	1	0	0	0
Railroad Demurrage Charges	7	2	4	1	0	0	0	0
Railroad Environmental Issues	3	0	1	2	0	0	0	0
Railroad Freight Car Repair or Dispo	2	0	2	0	0	0	0	0
Railroad Labor Issues	4	0	2	0	1	1	0	0
Railroad Maintenance Issue	5	2	2	0	1	0	0	0
Railroad Noise - Airhorn, Safety, etc	12	5	5	1	1	0	0	0
Railroad Preemption	2	1	0	0	1	0	0	0
Railroad Rate Levels/Increases	1	0	1	0	0	0	0	0
Railroad Reciprocal Switching	3	0	0	3	0	0	0	0
Railroad Service Issue	22	3	9	8	2	0	0	0
Railroad Side Track Agreement	1	0	1	0	0	0	0	0
Railroad Stored Freight Cars	1	1	0	0	0	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Tariff Issue	4	0	1	2	1	0	0	0
Rails to Trails	6	0	4	1	1	0	0	0
Real Estate Matter	7	0	1	4	2	0	0	0
STB Authority Question	1	0	1	0	0	0	0	0
STB Jurisdictional Question	5	2	2	0	1	0	0	0
STB Procedural Assistance	110	46	21	21	9	12	1	0
STB Recordations or Security Interests on Rail Cars	5	1	1	1	2	0	0	0
STB or ICC Records Assistance	79	18	16	32	10	3	0	0
STB Webpage/Downloading Assistance	7	3	0	2	2	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	5	3	1	0	1	0	0	0
Wrong Agency Calls	10	1	0	1	3	4	1	0
<b>Total</b>	<b>387</b>	<b>114</b>	<b>92</b>	<b>98</b>	<b>50</b>	<b>30</b>	<b>3</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

### Q2 2026 Cases by Commodity Group\*

Commodity Group	Number
Agricultural Products	17
Automobile	1
Chemicals	11
Construction Materials	1
Empty Freight Cars	1
Forest Products	5
Household Goods	11
Industrial Products	7
Intermodal	8
Metals and Minerals	7
Municipal Waste	3
Passenger	8
Other	13
N/A	294
<b>Total</b>	<b>387</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.