

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

Q2 2025

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 2025 (April 1, 2025 – June 30, 2025), 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 9/1/2016. 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. KCS filed motion to dismiss petition on 2/1/18. Additional pleadings by BNSF, UP, and KCS filed.</p> <p>Decision denying KCS motion to dismiss served on 5/1/18.</p> <p>UP and KCS filed replies to BNSF’s petition on 6/25/18 and BNSF and KCS filed rebuttals on 7/16/18.</p>

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							<p>The parties participated in Board-sponsored mediation in 2018. On 10/17/18, the Board was informed that mediation was not successful.</p> <p>By decision served on 12/7/18, the Board directed the parties to provide additional information. The parties submitted responses on 2/4/19 and replies on 2/25/19.</p> <p>KCS and UP filed a joint request for Board-sponsored mediation on 6/18/19. BNSF filed a reply to the mediation request on 6/25/19. By decision served on 7/3/19, the Board directed the parties to engage in Board-sponsored mediation. On 11/29/19, the mediators informed the Board that mediation was not successful.</p> <p>By decision served 2/21/20, the Board established conditions of use. The decision also directed the parties to submit a joint procedural schedule to govern discovery and briefing on the remaining issues regarding compensation.</p> <p>By decision served on 4/1/20, the Board adopted a procedural schedule jointly proposed by the parties and also granted a joint request to</p>

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							<p>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. Replies to that petition were filed on 1/19/21, by KCS and UP. On 2/8/21, BNSF responded to KCS's reply.</p> <p>Opening statements were filed on 1/26/21; replies were filed on 4/12/21; rebuttals were filed on 5/11/21.</p> <p>By decision served 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 use.</p> <p>Appeal filed with the U.S. Court of Appeals for the District of Columbia Circuit on 4/29/22.</p> <p>By decision served on 11/28/23, the Board ordered</p>

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							<p>the parties to submit 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. KCS's submission was due 1/12/24, the replies from BNSF and UP were due 2/12/24 to reply, and KCS's rebuttal was due 2/26/24.</p> <p>On 12/14/23, KCS filed a petition for a technical conference and to modify the procedural schedule.</p> <p>By decision served on 1/10/24, the Board granted KCS's request for a staff-supervised technical conference, limited to outside counsel and outside consultants only. The Board also directed KCS, and permitted UP and BNSF, to provide specific technical questions that they wanted to discuss. KCS submitted a reply on 1/24/24.</p> <p>A staff-supervised technical conference with the parties was held on 6/13/24.</p> <p>By decision served 6/25/24, the Board set a procedural schedule for KCS to submit supplemental analysis and</p>

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							data, including workpapers, for its line segment earnings calculations. By decision served 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.

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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	<p>Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received on 1/26/17. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served on 3/31/17. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/5/17.</p> <p>Discovery in consolidated proceedings concluded on 1/22/19. Opening evidence filed on 2/22/19. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/21, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/21; replies to those were filed on 5/21/21.</p> <p>The Board issued a decision 1/15/25 addressing the merits of the complaint. Appeal filed by Union Pacific with the U.S. Court of Appeals for the Eighth Circuit on 1/22/25. A petition for reconsideration was filed by complainants on 3/6/25. UP filed its reply on 4/25/25.</p>

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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>Complaint filed on 12/19/16. Motion for abeyance received on 1/6/17; reply and motion to consolidate received on 1/26/17; motion to compel received on 2/24/17. Decision consolidating NOR 42150 with NOR 42152 and NOR 42144 served on 3/31/17. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/17.</p> <p>Discovery in consolidated proceedings concluded on 1/22/19. Opening evidence filed on 2/22/19. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/21, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/21; replies to those were filed on 5/21/21.</p> <p>The Board issued a decision 1/15/25 addressing the merits of the complaint. Appeal filed by Union Pacific with the U.S. Court of Appeals for the Eighth Circuit on 1/22/25. A petition for reconsideration was filed by complainants on 3/6/25. UP filed its reply 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	<p>Complaint filed on 12/30/16. Motion for abeyance received on 1/6/17; reply and motion to consolidate received on 1/26/17; motion to compel received on 2/24/17. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served on 3/31/17. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/17.</p> <p>Discovery in consolidated proceedings concluded on 1/22/19. Opening evidence filed on 2/22/19. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/21, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/21; replies to those were filed on 5/21/21.</p> <p>The Board issued a decision 1/15/25 addressing the merits of the complaint. Appeal filed by Union Pacific with the U.S. Court of Appeals for the Eighth Circuit on 1/22/25. A petition for reconsideration was filed by complainants on 3/6/25. UP filed its reply on 4/25/25.</p>



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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>Complaint filed on 8/1/17. Union Pacific's motion to consolidate with NOR 42150, NOR 42152, and NOR 42144, received on 8/9/17; answer to the complaint (8/23/17), reply (8/29/17), and supplement to the motion to consolidate (9/8/17) received. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/17.</p> <p>Discovery in consolidated proceedings concluded on 1/22/19. Opening evidence filed on 2/22/19. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/21, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/21; replies to those were filed on 5/21/21.</p> <p>The Board issued a decision 1/15/25 addressing the merits of the complaint. Appeal filed by Union Pacific with the U.S. Court of Appeals for the Eighth Circuit on 1/22/25. A petition for reconsideration was filed by complainants on 3/6/25. UP filed its reply on 4/25/25.</p>

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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>By decision served on 9/30/19, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.</p>
12/8/2022	Failure to provide statutory preference to Amtrak	Complaint & Petition of the National Railroad Passenger Corp. Under 49 U.S.C. § 24308(f)—for Substandard Performance of Amtrak’s Sunset Limited Trains 1 & 2	NOR 42175	Louisiana, Texas, New Mexico, Arizona, and California	National Railroad Passenger Corp. (Amtrak)	Union Pacific Railroad Company; BNSF Railway, Inc.; Canadian National Railway Company; Southern California Regional Rail Authority; and Canadian Pacific Kansas City	<p>Complaint filed 12/8/22 along with proposed procedures and framework for investigation and remediation. By decision served 7/12/23, the Board instituted a proceeding, asked investigative questions, ordered that parties may seek discovery, and assigned an Administrative Law Judge (ALJ) to handle discovery disputes. Board staff held a technical conference on 7/21/23.</p> <p>On 9/12/23, the Board added CPKC as a party of record and directed CPKC to respond to the Board’s request for information.</p> <p>On 11/20/23, the Board directed the parties to clarify some of their responses to the Board’s requests for information.</p>

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							<p>On 2/13/24, the Board directed the parties to provide narrative explanations and information regarding certain instances where Amtrak trains were delayed. Parties provided narrative explanations and information in filings submitted in April, June, July, and August 2024.</p> <p>On 8/19/24, the Board established a schedule for the filing of pleadings and provided guidance on subjects to be addressed in those pleadings, including on the definition of “preference” in 49 U.S.C. § 24308(c). Under that schedule, Amtrak’s opening statement was due 10/07/24, railroad replies were due 12/23/24, non-party replies were due 1/22/25, and Amtrak’s and railroad rebuttals were due 2/21/25.</p> <p>Discovery concluded on 8/23/24. UP supplemented its root cause narratives on 9/9/24.</p> <p>By decision served 9/26/24, the Board ordered UP, CPKC, and the Southern California Regional Rail Authority to provide more information about certain train delay events. The supplements were due 10/10/24, and Amtrak was permitted to</p>

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							<p>supplement its 10/7/24 opening statement by 10/24/24.</p> <p>In accordance with that schedule, those parties filed their supplements, and Amtrak supplemented its opening statement on 10/24/24.</p> <p>On 12/23/24, CPKC, UP, BNSF, NOPB, SCRRA, and CN filed replies to Amtrak's opening statement.</p> <p>Non-party replies were due by 1/22/25, and the Board received nine non-party replies.</p> <p>Rebuttals were due on 2/21/25. Amtrak, UP, CN, CPKC and NOPB filed rebuttals.</p> <p>On 6/11/25, the Board granted Amtrak and UP's joint motion for an order resolving a confidentiality dispute.</p>

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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. A Board decision was served 2/7/24 granting the motion.</p> <p>Proceeding 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.</p> <p>Parties filed joint conference report 6/4/24.</p> <p>By decision served 6/10/24, the Board adopted a procedural schedule.</p> <p>By decision served 9/24/24, the Board directed BNSF to serve a copy of its petition for subpoena and a copy of the Board's decision on Southwest Power Pool by 9/27/24.</p> <p>On 9/27/24, BNSF filed a motion to compel discovery from Evergy.</p> <p>By decision served 12/10/24, the Board tolled all deadlines under the procedural schedule while it considered the pending motion to compel discovery.</p> <p>By decision served 3/4/25, the Board granted, in part, BNSF's motion to compel</p>

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							<p>discovery, directed the parties to meet and confer to coordinate the exchange of information and documents, and updated the procedural schedule.</p> <p>On 3/28/25, BNSF filed a second motion to compel discovery from Evergy.</p> <p>By decision served 5/14/25, the Board granted, in part, BNSF's second motion to compel discovery, and updated the procedural schedule.</p> <p>By decision served 5/23/25, the Board granted a joint motion to modify the procedural schedule.</p> <p>The current procedural schedule: Evergy opening evidence due by 6/25/25, BNSF reply evidence due by 10/23/25; Evergy rebuttal evidence due by 12/8/25; Simultaneous final briefs due by 1/9/26.</p>

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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. By decision served 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> <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.</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>
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>



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Q2 2025

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 Q2 2025 (April 1, 2025 – June 30, 2025), 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> CONFIDENTIAL
10/25/2024	Railroad demurrage issues	Midwest	Shipper contacted RCPA for assistance with outstanding demurrage charges, which it attributed to inconsistent rail service and improper tracking of credits and debits; RCPA discussed the issues with the shipper and liaised with the railroad, resulting in a joint discussion of the shipper’s supply chain and service, as well as the demurrage charges; RCPA is monitoring ongoing settlement discussions. [Pending]	

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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>
1/27/2025	Railroad service issue	Northeast	Shipper contacted RCPA for assistance concerning a shortline railroad's potential abandonment of the track serving its facility and whether it could still receive service from a nearby Class I railroad; RCPA reviewed the situation with the shipper and the railroad, including access issues, and facilitated direct discussions between the shipper, the Class I railroad and the owner of the line. <b>[Closed]</b>	
2/4/2025	Railroad demurrage charges	West	Third-party logistics provider (3PL) contacted RCPA for assistance relating to demurrage charges assessed by the railroad, going back multiple years; RCPA discussed the demurrage framework with the 3PL, as well as the railroad's service to its facility and mitigating circumstances; RCPA engaged with the railroad about the charges, and then convened an informal mediation between the parties; the parties held settlement discussions without further RCPA involvement. <b>[Closed]</b>	
2/28/2025	Railroad service issue	Northeast	Shipper contacted RCPA about deteriorating local service, including missed switches, missed service windows, out of route moves and poor communication; RCPA liaised with the shipper about the issues and its service needs and then engaged with the railroad; RCPA convened joint calls to facilitate service and communication improvements and monitored service for several weeks. <b>[Closed]</b>	
3/12/2025	Railroad service issue	South	Shipper requested assistance from RCPA relating to a shortline railroad's poor local service, which was resulting in car storage charges and missed business opportunities; RCPA conferred with the shortline about the issues and then mediated between the parties to settle the dispute; however, the parties could not reach agreement and are exploring formal options. <b>[Closed]</b>	
3/19/2025	Railroad service issue	Northeast	Shipper contacted RCPA for assistance relating to a shortline railroad's poor local service, including missed switches and cars delayed at its local serving yard; RCPA conferred with the shipper about the issues and then engaged with the shortline to elevate the problems and facilitate improvement in service and communication. <b>[Closed]</b>	
4/8/2025	Railroad service issue	Midwest	Shipper contacted RCPA about local service issues, including missed switches; RCPA discussed the issues with the shipper and then engaged with the railroad, resulting in improved consistency and better communications, which resolved the problems. <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>
4/9/2025	Railroad service issue	Midwest	Shipper contacted RCPA about local service issues, including missed switches; RCPA discussed the issues with the shipper and then convened a meeting between the shipper and the railroad to facilitate improved consistency and better communications; RCPA monitored progress until operations normalized. <b>[Closed]</b>	
4/11/2025	Railroad service issue	South	Shipper contacted RCPA about deficient local service that was not supporting expanded production, including missed switches; RCPA discussed the issues with the shipper and then reached out to the railroad, resulting in improved consistency and better communications, which resolved the shipper's concerns. <b>[Closed]</b>	
4/11/2025	Railroad side track agreement	Northeast	Government agency sought assistance from RCPA concerning a disagreement with a shortline over operating rights over the agency's track; RCPA discussed the issues with the agency, including both informal and formal pathways to resolve the dispute, as well as laws and regulations administered by the STB; however, the agency did not seek further assistance from RCPA. <b>[Closed]</b>	
4/16/2025	Railroad intermodal service	West	3PL sought assistance from RCPA in a dispute with a railroad relating to responsibility for costs relating to an intermodal container that was damaged in transit and not roadworthy; RCPA conferred with the 3PL and then engaged with the railroad to obtain information about the container's condition; the railroad granted relief on certain charges, but RCPA was not able to entirely resolve the dispute. <b>[Closed]</b>	
4/17/2025	Railroad rate levels	Northeast	Shipper contacted RCPA to discuss a railroad's rate increases, affecting some of its traffic; RCPA provided informal guidance on laws and regulations administered by the STB relating to rate review, as well as perspective on railroad pricing decisions and business considerations; the shipper did not seek direct RCPA engagement with the railroad. <b>[Closed]</b>	
4/18/2025	Railroad intermodal service	South	Shipper contacted RCPA for assistance in establishing intermodal service from a railroad at its location; RCPA discussed the issues with the shipper and then, per the shipper's request, conferred with the railroad about its service at the location; RCPA liaised with the shipper, which did not request direct RCPA engagement with the railroad. <b>[Closed]</b>	

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4/22/2025	Railroad service issue	Northeast	Shipper requested assistance from RCPA related to a railroad's temporary cessation of service to its facility; RCPA conferred with the shipper about the circumstances and then engaged with the railroad to ensure that service would be promptly restored, after the outage, which addressed the shipper's concerns. <b>[Closed]</b>	
4/30/2025	Railroad tariff issue	West	Shipper contacted RCPA about a railroad's change to a tariff item, increasing charges related to overloaded / overweight railcars; RCPA discussed the issues with the shipper and offered to confer with the railroad to discuss the change to the tariff; however, the shipper did not pursue further RCPA assistance. <b>[Closed]</b>	
4/30/2025	Railroad intermodal service	South	3PL requested assistance from RCPA relating to charges assessed by a railroad, after an intermodal container came open during transit and was staged at the rail ramp; RCPA liaised with the railroad on behalf of the 3PL to explore reduction or waiver of storage charges; however, the railroad declined to grant relief, citing improper blocking and bracing within the container. <b>[Closed]</b>	
5/1/2025	Railroad reciprocal switching	Midwest	Shipper contacted RCPA for assistance related to understanding which railroads had direct access to its facility in connection with reviewing production plans; RCPA discussed the circumstances with the shipper and provided informal guidance on pathways to research information that could offer insight into railroad access and service options; the shipper did not request direct RCPA engagement with the railroads. <b>[Closed]</b>	
5/6/2025	Railroad interchange issue	Midwest	Representative of shortline railroad contacted RCPA for assistance with obtaining a reporting mark, so that it could commence interchange and process customer shipping information; RCPA liaised with the representative and then contacted a third-party entity to facilitate issuance of the reporting mark. <b>[Closed]</b>	
5/9/2025	Railroad service issue	South	Local economic agency contacted RCPA for assistance due to a railroad's extended delay in restoring service, following a derailment; RCPA conferred with the agency about the situation, including formal and informal pathways to reestablish service; subsequently, the local agency learned that the line was likely to be acquired by another railroad in the near term, such that RCPA involvement would not be needed; RCPA monitored developments. <b>[Closed]</b>	

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5/15/2025	Railroad service issue	South	Shipper sought assistance with deteriorating rail service, affecting its inbound feedstock shipments; the shipper had curtailed production, but was nearing a shutdown; RCPA contacted the railroad which advised that a switch would be provided later that evening and that it was working to resolve data issues causing confusion about car status. <b>[Closed]</b>	
5/15/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with deteriorating rail service including missed switches, cars delayed in transit and inaccurate car location information; RCPA conferred with the shipper about the issues and then engaged with the railroad to improve service reliability and communication; RCPA actively monitored the shipper's situation and liaised with the railroad to elevate the shipper's concerns. <b>[Closed]</b>	
5/19/2025	Railroad service issue	West	Shipper sought assistance from RCPA concerning a railroad's modification of a surcharge program in its tariff, which the shipper believed would increase its costs; at the shipper's request, RCPA conferred with the railroad to better understand the circumstances behind the change, as well as the railroad's communication to customers. <b>[Closed]</b>	
5/22/2025	Railroad service issue	South	Shipper contacted RCPA to discuss deteriorating rail service affecting its facility, resulting in production curtailment and potential shutdown due to delayed raw materials; RCPA discussed the issues with the shipper and potential pathways for informal assistance; however, the shipper did not request direct RCPA engagement, but rather wanted to share its experience. <b>[Closed]</b>	
5/22/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with deteriorating rail service including missed switches, cars delayed in transit, and inaccurate car location information, which was creating a shutdown situation; RCPA conferred with the shipper about the issues and then engaged with the railroad to facilitate switching of critical cars, as well as restore service and communication; RCPA monitored the shipper's situation and liaised with the railroad to explore possible access through another railroad. <b>[Closed]</b>	

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5/23/2025	Railroad service issue	South	Shipper sought RCPA assistance due to deteriorating rail service including missed switches, cars delayed in transit, and inaccurate car location information; RCPA conferred with the shipper about the issues and then engaged the railroad to expedite movement of delayed cars and cars not being interchanged; RCPA actively monitored the shipper's situation and provided updates on the railroad's recovery efforts. <b>[Closed]</b>	
5/27/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with deteriorating rail service including missed switches, cars delayed in transit, and inaccurate car location information, resulting in potential shutdown situations for its customers; RCPA conferred with the shipper about the issues and then engaged with the railroad to facilitate switching and movement of critical cars, as well as to restore service and communication; RCPA monitored the shipper's situation to track any service recovery. <b>[Closed]</b>	
5/27/2025	Railroad service issue	South	Shipper requested assistance from RCPA due to deteriorating rail service, including missed switches and cars delayed in transit, resulting in an inability to supply customers; RCPA conferred with the shipper and then engaged with the railroad to facilitate movement of critical cars, as well as to restore reliable local service; RCPA monitored the shipper's car status, and attempted to assist with compensation claims; however, the railroad declined to address the claims through an informal pathway. <b>[Closed]</b>	
5/28/2025	Railroad service issue	South	Regional business association contacted RCPA about deteriorating rail service affecting its members; RCPA discussed the issues with the association, including various pathways to seek assistance; RCPA also advised that members could individually contact RCPA for assistance specific to their needs. <b>[Closed]</b>	
5/28/2025	Railroad intermodal issue	Midwest	3PL contacted RCPA for assistance with expediting intermodal containers en route to a destination rail ramp in order to avoid a shutdown situation; RCPA conferred with the 3PL and then connected the 3PL directly to the railroad to monitor the progress of the containers; subsequently, the 3PL advised RCPA that it was able to track the containers, which arrived at the ramp to avoid a shutdown. <b>[Closed]</b>	

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5/28/2025	Railroad tariff issue	Midwest	Shipper requested RCPA assistance related to a railroad's tariff item, imposing a recovery charge for a specific expense item; RCPA provided informal guidance and referred the shipper to formal STB decisions relating to similar issues; the shipper did not seek direct RCPA engagement with the railroad. <b>[Closed]</b>	
6/2/2025	Railroad service issue	South	3PL contacted RCPA about deteriorating rail service affecting its customer's shipments and putting receivers at risk of shutdown situations; RCPA engaged with the railroad to facilitate prompt movement of delayed cars and to improve the railroad's communication with the 3PL; RCPA monitored the progress of the cars through interchange. <b>[Closed]</b>	
6/3/2025	Railroad service issue	South	Shipper contacted RCPA about deteriorating rail service affecting its manifest and unit train movements, which were disrupting its supply chain and commitment of resources; RCPA conferred with the shipper and then engaged with the railroad to elevate the shipper's concerns about the near-term impact of further delays and to facilitate direct communication with the shipper on movement status; RCPA monitored the progress of the traffic for several weeks. <b>[Closed]</b>	
6/4/2025	Railroad interchange issue	South	Shortline railroad contacted RCPA for assistance relating to disruption of interchange with a Class I railroad, which was delaying its customers' rail shipments and causing congestion at its yard; RCPA discussed the issues with the shipper and conferred with the Class I railroad to set up a direct line of communication in order to reset the interchange operations and reduce the congestion. <b>[Closed]</b>	
6/4/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with deteriorating rail service including missed switches, cars delayed in transit, and inaccurate car location information, which was creating a shutdown situation; RCPA conferred with the shipper about the issues and then engaged with the railroad to facilitate switching of critical cars, as well as restore service and communication; RCPA monitored the shipper's situation and tracked recovery developments. <b>[Closed]</b>	

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6/4/2025	Railroad service issue	South	Shipper sought assistance from RCPA relating to missed switches, misrouted cars, and delays at interchange affecting two facilities; RCPA contacted the railroad to address the disruption of the shipper's supply chain and to facilitate direct lines of communication; the shipper subsequently advised that service was improving. <b>[Closed]</b>	
6/4/2025	Railroad service issue	South	Shipper contacted RCPA about multiple railcars that were delayed in transit and/or misrouted; RCPA discussed the circumstances with the shipper and offered informal assistance to liaise with the railroad; however, the shipper did not request direct RCPA involvement, but wanted to inform RCPA of its situation. <b>[Closed]</b>	
6/9/2025	Railroad service issue	South	Shipper contacted RCPA about a delayed inbound railcar containing a critically needed product to supply its customers; RCPA contacted the railroad to alert it to the potential impact of further delays and expedite the railcar's movement towards interchange; RCPA actively monitored the progress of the car through interchange to the delivering railroad. <b>[Closed]</b>	
6/13/2025	Railroad side track agreement	Midwest	Shipper sought assistance from RCPA after a railroad removed its spur without notice, despite ongoing discussions over business development; RCPA conferred with the shipper and then contacted the railroad to relay the shipper's concern and better understand the circumstances surrounding the track removal. <b>[Pending]</b>	
6/13/2025	Railroad service issue	South	Shipper requested assistance from RCPA due to railcars that were delayed in transit and/or not being pulled from or delivered to its last-mile shortline railroad; RCPA discussed the circumstances with the shipper and then contacted the Class I line haul railroad to address the deterioration in interchanges and related local congestion. <b>[Closed]</b>	
6/14/2025	Railroad service issue	Midwest	Shipper contacted RCPA for assistance relating to delayed last-mile service with cars stuck in its serving yard and lack of communication from its shortline, causing the shipper to arrange transload service to truck product to its facility; RCPA liaised with both parties and assisted with a plan for improved communication and regularly-scheduled biweekly service. <b>[Closed]</b>	



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6/16/2025	Railroad service issue	South	Shipper reached out to RCPA to discuss deteriorating rail service, including missed switches, car billing issues, and poor communication; RCPA discussed the circumstances with the shipper and offered informal assistance; however, the shipper did not want direct intervention, but rather to share its recent experience with the railroad. <b>[Closed]</b>	
6/17/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with deteriorating rail service that was impeding its ability to supply its customers; RCPA discussed the issues with the shipper, including pathways for informal assistance, as well as matters relating to STB jurisdiction over the shipper's traffic; however, the shipper did not want direct engagement, but rather to share its recent experience with the railroad. <b>[Closed]</b>	
6/18/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with deteriorating rail service, including missed switches, and an embargo, which was impeding its ability to supply its customers; RCPA discussed the issues with the shipper, and contacted the railroad to discuss the circumstances, as well as expedite issuance of permits under the embargo; the embargo was lifted but RCPA is monitoring service. <b>[Pending]</b>	
6/18/2025	Railroad claims issue	Northeast	Shipper contacted RCPA with concerns related to repeated instances of damage to private railcars; the shipper believes that the railroad might be improperly handling its cars at hump yards; RCPA set up a call with the shipper to discuss the issues in greater detail and to outline pathways for informal assistance. <b>[Pending]</b>	
6/18/2025	Railroad claims issue	Northeast	Shipper requested assistance from RCPA relating to a railcar that was stalled in transit while waiting on repairs; RCPA contacted the railroad to relay the shipper's concerns and ascertain the status of repair work. <b>[Pending]</b>	
6/23/2025	Railroad interchange issue	Northeast	Shipper requested assistance from RCPA relating to delays in movement of its railcars due to inconsistent processing of waybill information between three railroads; RCPA conferred with the shipper and then contacted the receiving railroads to work towards solutions to the waybill data issue; the railroads agreed on a plan to review and address the issues at an upcoming meeting. <b>[Closed]</b>	

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6/27/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with several railcars that were delayed at interchange and not making progress to supply its customers; RCPA liaised with the customer and then engaged with the railroad to facilitate interchange of the cars; subsequently, the shipper reported that a set of cars had been interchanged and that it was receiving status updates from the railroad. <b>[Closed]</b>	
6/30/2025	Railroad service issue	South	Shipper contacted RCPA for assistance with loaded railcars that were delayed in transit to its customers; in particular, one receiver was facing a shutdown situation due to lack of raw materials to support production; RCPA contacted the railroad to ascertain the status of cars and elevate the urgency of moving them to customers. <b>[Pending]</b>	
6/30/2025	Railroad service issue	South	Shipper requested assistance from RCPA due to deteriorating rail service, including missed switches, inaccurate car location information, cars delayed in transit, and inadequate communication; RCPA conferred with the shipper about the situation and is reaching out to the railroad to elevate the shipper's concerns and facilitate service improvement. <b>[Pending]</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 2025 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	4	1	1	1	1	0	0	0
Household Goods Moving Issue	14	3	6	2	2	1	0	0
Information-Economic Data	14	7	0	4	0	2	1	0
Information-Non Economic Request	37	14	10	7	1	3	2	0
Motor Carriers (Trucking) Issue	2	0	0	1	1	0	0	0
Amtrak or Passenger Rail Issue	2	1	0	0	0	1	0	0
Railroad Commercial or Billing Issue	1	0	0	1	0	0	0	0
Railroad Blocked Crossings	14	2	4	7	1	0	0	0
Railroad Claims	7	2	4	1	0	0	0	0
Railroad Demurrage Charges	1	0	1	0	0	0	0	0
Railroad Denial of Rail Service	1	0	1	0	0	0	0	0
Railroad Environmental Issues	5	1	2	1	1	0	0	0
Railroad Inter-carrier disputes	1	0	1	0	0	0	0	0
Railroad Interchange Issue	2	1	0	0	1	0	0	0
Railroad Intermodal Service	3	0	1	1	1	0	0	0
Railroad Labor Issues	5	0	5	0	0	0	0	0
Railroad Liability Issues	1	0	0	1	0	0	0	0
Railroad Maintenance Issue	1	0	1	0	0	0	0	0
Railroad Noise-Horn, Safety, etc	16	5	8	2	1	0	0	0
Railroad Operating Authority Issue	1	1	0	0	0	0	0	0
Railroad Preemption	3	2	0	0	1	0	0	0
Railroad Rate Levels/Increases	1	0	0	1	0	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Reciprocal Switching	1	0	0	1	0	0	0	0
Railroad Service Issue	29	1	20	6	1	1	0	0
Railroad Side Track Agreement	2	1	0	1	0	0	0	0
Railroad Tariff Issue	6	1	2	1	1	1	0	0
Rails to Trails	9	1	3	3	2	0	0	0
Real Estate Matter	9	0	2	5	2	0	0	0
STB Fees	2	0	1	0	0	1	0	0
STB Jurisdictional Question	11	8	0	2	1	0	0	0
STB Procedural Assistance	44	14	9	13	8	0	0	0
STB Recordations or Security Interests on Rail Cars	4	0	1	3	0	0	0	0
STB or ICC Records Assistance	58	11	14	20	10	2	1	0
STB Webpage/Downloading Assistance	13	4	5	2	2	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	5	2	0	0	0	3	0	0
Wrong Agency Calls	14	6	1	1	1	4	1	0
<b>Total</b>	<b>343</b>	<b>89</b>	<b>103</b>	<b>88</b>	<b>39</b>	<b>19</b>	<b>5</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 2025 Cases by Commodity Group\*

Commodity Group	Number
Agricultural Products	7
Aggregates	1
Chemicals	17
Coal	1
Construction Materials	4
Empty Freight Cars	1
Forest Products	1
High/Wide Loads	1
Household Goods	14
Industrial Products	9
Intermodal	7
Municipal Waste	2
Not Specified by Shipper	6
Passenger	6
Other	11
Toxic By Inhalation	1
N/A	254
<b>Total</b>	<b>343</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.