

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Q3 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 Q3 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	Decision granting BNSF’s application for terminal trackage rights served on 7/5/16. 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. BNSF filed petition to establish conditions of use and compensation on 1/12/18. The parties participated in two rounds of Board-sponsored mediation in 2018 and 2019. Both rounds were unsuccessful. On 2/21/20, the Board established conditions of use. The decision also directed the parties to submit a joint procedural schedule to govern

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							discovery and briefing on the remaining issues regarding compensation. 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. On 4/7/20, a second appeal was filed with the U.S. Court of Appeals for the District of Columbia Circuit. 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. 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. On 4/29/22, a third appeal was filed with the U.S. Court of Appeals for the District of Columbia Circuit. On 11/28/23, the Board ordered the parties to submit

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							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. 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. 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. On 7/21/26, the Board established compensation terms for BNSF Railway Company's use of the terminal trackage rights authorized by the Board in a prior decision.

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							On 9/21/26, KCS filed an appeal in the U.S. Court of Appeals for the District of Columbia Circuit.

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3/31/2015	Unreasonable tariff and practices	North America Freight Car Association v. Union Pacific Railroad Company	NOR 42144	Nationwide	North America 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	Docket is consolidated with NOR 42144, 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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12/30/2016	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	Docket is consolidated with NOR 42144, NOR 42150, and NOR 42152. 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.
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	Docket is related to, but not consolidated with, NOR 42144, NOR 42150, NOR 42152, and NOR 42153. 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. On 9/30/19, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.

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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	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. Proceeding was held in abeyance until 5/6/24. 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. On 11/14/24, the Board granted BNSF's partial motion to dismiss. On 12/10/24, the Board tolled all deadlines under the procedural schedule while it considered the pending motion to compel discovery. 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. On 5/14/25, the Board granted, in part, a second motion to compel discovery by BNSF, and updated the procedural schedule. On 5/23/25, the Board granted a joint motion to modify the

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							procedural schedule. Evergy submitted its opening evidence on 6/25/25. 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. 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. On 7/30/26, Evergy filed a motion to dismiss its complaint with prejudice, due to settlement. The Board granted the motion on 7/31/26.

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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	Union Pacific Railroad Company	Application filed 3/7/25. On 3/20/25, the Board adopted a procedural schedule. On 5/5/25, Metra filed its opening evidence. On 5/23/25, UP filed a motion to dismiss the application. On 6/12/25, Metra filed a reply. On 6/3/25, UP filed its reply statement and evidence. 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. 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. On 9/3/25, the Board granted Metra's application for trackage rights. The parties then began 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. On 9/29/25, UP filed a Petition for Interim Condition

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							or Stay; UP filed an appeal in the U.S. Court of Appeals for the Eighth Circuit the same day. 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. 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. On 12/1/25, Metra filed a request for the Board to establish conditions and compensation for use of terminal facilities, and a proposed procedural schedule. On 12/3/25, 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. On 12/15/25, UP submitted a reply opposing Metra's request to initiate a conditions and compensation proceeding and to set a procedural

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							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. On 12/29/25, Metra filed a response opposing UP's motion for protective order filed on 12/15/25 and on 12/18/25 UP filed a letter disputing the claim in Metra's 12/18/25 filing. Metra and UP filed joint status reports on 1/2/26, 3/3/26, and 5/22/26. 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. 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. On 7/20/26, Metra and UP filed a supplement to the joint report stating that they are in substantial agreement as to one of the items in the report.

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							On 8/19/26, the Board denied a request by UP to bifurcate a dispute regarding the scope of facilities encompassed by the Board's previous grant of terminal trackage rights to Metra and set a procedural schedule for determining conditions of use and compensation. The Board also assigned and authorized an administrative law judge to address any discovery matters. On 8/26/26, Metra filed a status report, and UP filed a reply on 9/2/26. On 9/8/26, UP requested modification of the procedural schedule, and Metra filed a reply on 9/16/26. On 9/18/26, UP filed a motion to compel discovery from Metra; on 9/24/26, Metra filed a reply in opposition to UP's motion. On 8/31/26, the Eighth Circuit issued a judgment granting UP's petition for review of the Board's 9/3/25 decision in part and denying it in part. The Court held that the Board acted within its authority in granting terminal trackage rights to the endpoints of Metra's existing commuter service, but found that the decision violated a statutory requirement that "compensation shall be paid or adequately secured before" Metra may exercise those rights. The Court's judgment

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							provides that the Board's decision is to be vacated and that the case be remanded to the Board effective 180 days after the opinion was filed, to give the parties time to set compensation.
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	Application filed 5/20/25. On 6/2/25, NS filed a motion to hold the proceeding in abeyance and a petition for housekeeping stay. On 6/3/25, CSXT filed a reply to NS's petition for housekeeping stay. On 6/5/25, the Board granted NS's petition for housekeeping stay and tolled all deadlines pending further order of the Board. On 6/12/25, CSXT filed a reply to NS's motion to hold the proceeding in abeyance. On 9/25/25, the Board granted NS's motion to hold the proceeding in abeyance. 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

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							generally supporting CSXT's request. On 7/6/26, the Board granted CSXT's motion to continue to hold the proceeding in abeyance and directed CSXT to submit periodic status reports every 90 days.
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	Complaint filed 5/20/25. On 6/2/25, NS filed a motion to hold the proceeding in abeyance and a petition for housekeeping stay. On 6/3/25, CSXT filed a reply to NS's petition for housekeeping stay. On 6/5/25, the Board granted NS's petition for housekeeping stay and tolled all deadlines pending further order of the Board. On 6/12/25, CSXT filed a reply to NS's motion to hold the proceeding in abeyance. On 9/25/25, the Board granted NS's motion to hold the proceeding in abeyance.

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							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. On 7/6/26, the Board granted CSXT's motion to continue to hold the proceeding in abeyance and directed CSXT to submit periodic status reports every 90 days.
5/8/2026	Common carrier obligation	VFRC, LLC, Venell Farms, Inc., and Albany & Eastern Railroad Company v. Portland & Western Railroad, Inc., Genesee & Wyoming, Inc., and Union Pacific Railroad Company	NOR 42187	Oregon	VFRC, LLC; Venell Farms, Inc.; and Albany & Eastern Railroad Company	Portland & Western Railroad, Inc. (PNWR), Genesee & Wyoming, Inc. (G&W), and Union Pacific Railroad Company	Complaint filed 5/8/26. Answer and motion to dismiss filed 5/28/26. Amended Complaint filed 6/8/26. On 6/12/26, PNWR and G&W filed a letter to withdraw the motion to dismiss, without prejudice to moving to dismiss the Amended Complaint. On 6/29/26, PNWR and G&W filed a motion for protective order, and an answer and joint motion to dismiss the VFRC <i>et al.</i> Amended Complaint. The same day, Union Pacific Railroad Company informed the Board that it would respond to the Amended

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							Complaint no later than 7/6/26. On 7/1/26, the Board granted PNWR and G&W's motion for protective order. On 7/6/26, UP filed an answer to the Amended Complaint and a motion to dismiss. The same day, the Board granted PNWR and G&W's request to withdraw their previously filed motion to dismiss, allowing them to file a new motion to dismiss in response to VFRC <i>et al.</i>'s Amended Complaint. On 7/27/26, VFRC, LLC <i>et al.</i> replied to PNWR and G&W's joint motion to dismiss and on 7/24/26 to UP's motion to dismiss. On 7/27/26, PNWR and G&W (jointly) and UP filed status reports. The same day, VFRC <i>et al.</i> filed a report and proposed procedural schedule. On 8/6/26, VFRC <i>et al.</i> filed a supplemental brief in support of their Amended Complaint. On 8/13/26, UP filed a motion to strike VFRC <i>et al.</i>'s reply to UP's motion to dismiss to which VFRC <i>et al.</i> replied on 8/19/26.

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5/15/2026	Unreasonable practice complaint; request for reciprocal switching	Union Pacific Railroad Company v. BNSF Railway Company	NOR 42188	Nebraska; Iowa; Texas	Union Pacific Railroad Company	Union Pacific Railroad Company; BNSF Railway Company	Complaint filed 5/15/2026. BNSF filed answer to complaint 6/25/2026 and motion to dismiss 7/6/2026. On 7/14/2026, BNSF and UP filed procedural reports. BNSF's report included a motion to hold the proceeding in abeyance pending resolution of the motion to dismiss. On 7/27/2026, UP filed a reply to BNSF's motion to dismiss and a reply in opposition to BNSF's motion to hold the proceeding in abeyance on 8/3/2026. Two comments from shippers opposing BNSF's motion to dismiss and to hold the proceeding in abeyance were filed on 7/24/2026, and another was filed on 8/6/2026. BNSF filed a reply to these comments on 8/12/2026.

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Q3 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 Q3 2026 (July 1, 2026 – September 30, 2026), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
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 facilitate negotiations; however, the shipper declined to pursue rail service. [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).

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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; RCPA mediated a meeting to allow direct discussions between the parties. [Closed]	
7/7/2026	Railroad service issue	Midwest	Shipper sought assistance from RCPA related to several rail cars that were delayed at interchange due to congestion; RCPA engaged with the railroad to facilitate interchange of the cars to the shipper's serving railroad. [Closed]	
7/9/2026	Railroad service issue	Northeast	Owner of refurbished rail cars contacted RCPA for assistance relating to moving the cars from one tourist railroad to another tourist railroad; RCPA engaged with a connecting short line railroad to facilitate movement of the cars and interchange to a Class I railroad for delivery to the other tourist railroad. [Closed]	
7/9/2026	Railroad track lease	Midwest	Short line railroad contacted RCPA for assistance related to discussions with a local agency about an initiative to lease a track in order to restart rail service for the surrounding community; RCPA offered to facilitate discussions between the short line and the agency in order to resolve disputed issues; however, the short line did not pursue further assistance. [Closed]	
7/15/2026	Railroad service issue	Midwest	Shipper requested assistance related to a dispute with a railroad related to the railroad's operations within its plant, including placement of cars on storage and loading tracks and securing cars with hand brakes; RCPA conferred with the shipper and then engaged with the railroad to facilitate direct communication between operating personnel in order to align expectations; the shipper reported better coordination and communication on operations. [Closed]	
7/15/2026	Railroad service issue	South	Shipper contacted RCPA about local service challenges with its short line carrier, in particular, curtailment of service days and inbound car volume; RCPA discussed the issues with the shipper, including potential formal and informal pathways for relief; in particular, the shipper wanted to better understand the STB's common carriage precedent; however, the shipper did not seek direct RCPA engagement with the short line. [Closed]	

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7/16/2026	Railroad service issue	Midwest	Shipper contacted RCPA about deteriorating local service at its facility, in particular, recurring missed switches that were impairing plant production; RCPA discussed the issues with the shipper, including formal and informal pathways for assistance; the shipper advised that it would confer internally before taking further action and did not seek direct RCPA support. [Closed]	
7/17/2026	Railroad service issue	Midwest	Shipper requested RCPA assistance due to missed switches on inbound rail cars of raw materials, which was creating a potential shutdown situation at its facility; RCPA engaged with the railroad to elevate the urgency of make-up switches to support production; the railroad advised that weekend and extra switches were provided in order to alleviate the shutdown risk. [Closed]	
7/23/2026	Railroad claims issue	Northeast	Adjacent landowner contacted RCPA for assistance related to a dispute over a railroad's access to property and allegations of damage resulting from a track maintenance project; RCPA discussed the issues with the landowner and then liaised with the railroad to ensure that the concerns were being addressed. [Closed]	
7/25/2026	Railroad service issue	Northeast	Short line railroad contacted RCPA to seek guidance related to a commuter railway's imposition of restrictions on shared track that were impairing freight rail operations; RCPA discussed the issues with the short line, including pathways for informal assistance; however, the short line did not seek direct engagement with the commuter railway. [Closed]	
7/28/2026	Railroad tariff issue	Midwest	Shipper requested assistance from RCPA relating to a railroad's interpretation of a switching tariff, which imposed line haul charges on movements to nearby car storage locations; RCPA discussed the issues with the shipper, including relevant case precedent from ICC and STB decisions; at the shipper's request; RCPA sought clarification from the railroad on its interpretation of the tariff; however, RCPA was unable to resolve the dispute. [Closed]	
7/30/2026	Railroad service issue	West	Shipper requested assistance related to deteriorating rail service at its facility including missed switches and delays in transit; RCPA engaged with the railroad to facilitate better communication and to implement corrective actions; the railroad advised that it was modifying operating practices to improve service and enhance transparency. [Closed]	

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7/30/2026	Railroad service issue	Midwest	Shipper contacted RCPA for assistance related to potential service disruptions affecting its production facility, after switching volume away from an incumbent railroad at a jointly-served location; RCPA discussed the issues with the shipper, including informal options to seek relief in the event that severe problems arose; however, the shipper did not pursue further assistance. [Closed]	
7/31/2026	Railroad service issue	Midwest	Shipper contacted RCPA to discuss delays in transit at a switching railroad, which were disrupting its supply chain; RCPA conferred with the shipper about the railroad's operations, as well as publicly-available information to monitor fluidity at the location; the shipper did not seek direct assistance with the problems. [Closed]	
8/4/2026	Railroad service issue	Northeast	Shipper sought assistance from RCPA related to a railroad's reduction in service days, affecting its facility; the shipper advised that curtailed service would affect the viability of its operations and its ability to serve customers; RCPA engaged with the railroad on behalf of the shipper; however, the railroad declined to restore service days; subsequently, the railroad reversed its decision and agreed to add service days. [Closed]	
8/9/2026	Railroad intermodal issue	Midwest	Shipper requested RCPA assistance with several intermodal containers that were delayed at interchange to the delivering railroad; RCPA engaged with the railroad holding the containers to ensure that they would move promptly to interchange; the railroad subsequently reported that all containers had been drayed to the delivering railroad, and RCPA monitored their progress to destination. [Closed]	
8/11/2026	Railroad service issue	West	Shipper contacted RCPA about local service delays, including missed switches and cars being reverse-routed to intermediate yards; RCPA discussed the circumstances with the shipper and offered to provide informal assistance with the railroad; however, the shipper advised that it would continue to monitor the situation and did not seek direct RCPA assistance. [Closed]	
8/12/2026	Railroad demurrage charges	South	Shipper contacted RCPA to discuss recurring demurrage issues at its facility, in particular, the railroad not applying credits and the shipper's burden in disputing incorrect charges; RCPA discussed the circumstances with the shipper, including relevant STB regulations, and offered informal assistance with the railroad; however, the shipper did not request direct engagement. [Closed]	

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8/14/2026	Railroad service issue	West	Shipper contacted RCPA for assistance related to repeated missed switches at its facility, which were disrupting production and necessitating trucking product to support operations; RCPA engaged with the railroad about the service issues and then conferred with the shipper on the railroad's explanation of the situation. [Closed]	
8/14/2026	Railroad service issue	West	Shipper requested assistance from RCPA related to potential disruption of rail service to its facility, stemming from an ongoing labor dispute; RCPA discussed the circumstances with the shipper and then engaged with the railroad to explore options to maintain rail service; RCPA continued to facilitate discussions and monitored the parties' progress. [Closed]	
8/14/2026	Railroad service issue	Midwest	Shipper sought assistance from RCPA related to a railroad's proposed reduction in service days at its plant, which would curtail operations and reduce its ability to supply customers; RCPA engaged with the railroad on behalf of the shipper, resulting in a plan to retain service at current levels meeting the shipper's needs. [Closed]	
8/18/2026	Railroad commercial issue	West	Shipper contacted RCPA about several commercial issues related to rail service to its facility, including a track lease renewal, track security and repair issues, and disputed demurrage charges; RCPA discussed the circumstances with the shipper and then liaised with the railroad to explore pathways for resolution; the railroad advised RCPA that it was taking several steps to respond to the concerns and had voided demurrage charges. [Closed]	
8/20/2026	Railroad service issue	Midwest	Shipper contacted RCPA about missed switches that were creating a potential shutdown due to lack of inbound product at its facility; RCPA engaged with the railroad, which advised that a make-up switch was being performed and that special weekend switches had been arranged; the railroad also advised that loaner crews were being made available for service. [Closed]	
8/21/2026	Railroad service issue	West	Shipper sought assistance from RCPA relating to potential disruption of rail service at its plant due to an ongoing labor dispute; RCPA discussed the circumstances with the shipper and then engaged with the railroad to facilitate discussion of options to maintain rail service; the railroad subsequently advised that it had developed a commercial and operational plan to protect service and the shipper confirmed its viability with RCPA. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/24/2026	Railroad intermodal issue	Midwest	Shipper contacted RCPA to report delayed availability of intermodal containers at a rail ramp, which was causing it to incur drayage driver detention charges as well as container demurrage; RCPA conferred with the shipper about the circumstances and then raised the issues with the railroad; however, the shipper did not seek direct RCPA assistance with specific containers. [Closed]	
8/24/2026	Railroad demurrage charges	Midwest	Shipper sought RCPA assistance due to ongoing issues with demurrage charges assessed by a railroad, in particular, ineffective processes to dispute and fully resolve contested charges; RCPA discussed the circumstances with the shipper, including recent engagement with customer service personnel, and then engaged with the railroad to discuss pathways to resolve the shipper's concerns. [Closed]	
8/25/2026	Railroad service issues	South	Shipper contacted RCPA to discuss rail service challenges and better understand resources available through RCPA; RCPA provided an overview of its portfolio and a description of its approach to assisting shippers with issues related to freight rail service. [Closed]	
8/25/2026	Railroad demurrage charges	West	Shipper sought assistance from RCPA relating to demurrage charges that occurred due to an error in the railroad's shipment visibility platform, which failed to show certain cars as available for placement; RCPA discussed the issues with the shipper and then conferred with the railroad to facilitate greater transparency for the shipper as to the cause, scope and duration of the issue. [Closed]	
8/26/2026	Railroad service issue	South	Shipper contacted RCPA to report a Class I railroad's inconsistent and unreliable interchange with its last-mile short line carrier, which were causing ongoing production challenges at its facility; RCPA engaged with the railroad, which acknowledged problems flowing from a recently-implemented change to its interchange schedule and advised that modifications were being made to restore fluidity; RCPA conferred with the shipper, which did not seek further action. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/28/2026	Railroad service issue	Midwest	Shipper requested assistance from RCPA related to a railroad's plan to reduce weekly service at its facility, which was to be implemented on very short notice; RCPA conferred with the shipper and then engaged with the railroad to explain the repercussions of the proposed reduction; subsequently, the shipper reported to RCPA that it met with the railroad and that a favorable compromise had been achieved. [Closed]	
9/2/2026	Railroad commercial issue	Midwest	Shipper contacted RCPA for assistance related to a billing issue arising from rail cars that were delivered by a railroad that was not listed in the waybill; RCPA conferred with the shipper about the circumstances and provided guidance on resolving the dispute; however, the shipper did not request direct STB engagement on the issue. [Closed]	
9/4/2026	Railroad claims	Midwest	Shipper sought assistance from RCPA related to a claim for damaged product and premium freight charges, stemming from a derailment; RCPA provided informal guidance to the shipper on the railroad's handling of the claim, but the shipper did not seek direct RCPA intervention; subsequently, the shipper advised that it reached a favorable resolution. [Closed]	
9/15/2026	Railroad rate levels	South	Shipper contacted RCPA about a railroad's tariff rate increase, related to certain switching services; RCPA reviewed the tariff and offered guidance to the shipper, including informal pathways to engage with the railroad; however, the shipper did not request direct assistance from RCPA. [Closed]	
9/24/2026	Railroad rate levels	South	Port facility contacted RCPA for assistance related to a railroad's rate structure, which prevented it from receiving certain traffic; RCPA reviewed the information and then contacted the port to set up a meeting to discuss the issues and to explore options for RCPA engagement. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/25/2026	Railroad blocked crossing	South	Shipper requested urgent assistance from RCPA related to a railroad's late notification of track rehabilitation work, which would block ingress and egress to its facility, resulting in a multi-day shutdown of its plant; RCPA discussed the issues with the shipper and then engaged with the railroad and its contractor to elevate the shipper's concerns; as a result, the railroad agreed to modify the work schedule to allow access to the facility, preventing the shutdown. [Closed]	
9/30/2026	Railroad service issue	Northeast	Shipper contacted RCPA for assistance related to deteriorating rail service, including a railroad's failure to perform intraplant switching and to pull empty rail cars from its facility; RCPA discussed the situation with the shipper, including options for informal assistance; however, the shipper decided to continue to work through customer support channels before seeking direct RCPA assistance. [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

Q3 2026 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	4	1	1	2	0	0	0	0
Passenger Bus Issue	3	1	1	1	0	0	0	0
Household Goods Moving Issue	16	1	5	6	2	2	0	0
Information-Economic Data	12	7	0	2	1	2	0	0
Information-Non Economic Request	32	13	3	9	2	5	0	0
Motor Carriers (Trucking) Issue	3	0	3	0	0	0	0	0
Amtrak or Passenger Rail Issue	9	3	3	0	2	1	0	0
Railroad Commercial or Billing Issue	2	0	1	1	0	0	0	0
Railroad Blocked Crossings	8	1	2	4	0	1	0	0
Railroad Claims	4	2	1	1	0	0	0	0
Railroad Demurrage Charges	2	1	1	0	0	0	0	0
Railroad Environmental Issues	1	0	0	1	0	0	0	0
Railroad Intermodal Service	3	0	0	3	0	0	0	0
Railroad Labor Issues	8	2	4	2	0	0	0	0
Railroad Lease of track or equipment	2	2	0	0	0	0	0	0
Railroad Liability Issues	1	0	1	0	0	0	0	0
Railroad Maintenance Issue	3	1	1	1	0	0	0	0
Railroad Noise-Airhorn, Safety, etc	14	3	6	3	2	0	0	0
Railroad Preemption	1	0	0	1	0	0	0	0
Railroad Rate Levels/Increases	1	0	0	0	0	1	0	0
Railroad Service Issue	24	4	3	13	3	0	1	0
Railroad Tariff Issue	1	0	0	1	0	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Rails to Trails	5	0	4	0	1	0	0	0
Real Estate Matter	11	0	7	3	1	0	0	0
STB Authority Question	1	0	0	1	0	0	0	0
STB Fees	2	2	0	0	0	0	0	0
STB Jurisdictional Question	9	4	1	1	3	0	0	0
STB Procedural Assistance	107	35	19	30	7	16	0	0
STB Recordations or Security Interests on Rail Cars	5	2	0	3	0	0	0	0
STB or ICC Records Assistance	75	18	23	26	7	1	0	0
STB Webpage/Downloading Assistance	19	7	7	3	2	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	2	0	1	0	1	0	0	0
Wrong Agency Calls	8	1	2	1	0	4	0	0
Total	398	111	100	119	34	33	1	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

Q3 2026 Cases by Commodity Group*

Commodity Group	Number
Agricultural Products	19
Automobile	1
Chemicals	6
Coal	1
Construction Materials	2
Empty Freight Cars	3
Forest Products	6
High/Wide Loads	1
Household Goods	16
Industrial Products	6
Intermodal	5
Municipal Waste	4
Passenger	15
Other	7
N/A	306
Total	398

*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.