

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Q4 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 Q4 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 9/1/16. 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</p>

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							<p>procedural schedule to govern 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>

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							<p>On 11/28/23, the Board ordered 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.</p> <p>On 12/14/23, KCS filed a petition for a technical conference and to modify the procedural schedule. A staff-supervised technical conference with outside counsel and consultants for the parties was held on 6/13/24.</p> <p>On 6/25/24, the Board set a procedural schedule for KCS to submit supplemental analysis and data, including workpapers, for its line segment earnings calculations. On 7/23/24, KCS was granted an unopposed extension of the procedural schedule. KCS filed its supplemental data on 8/23/24, and BNSF filed a reply on 9/23/24. KCS filed its rebuttal on 10/7/24.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
3/31/2015	Unreasonable tariff and practices	North American Freight Car Association v. Union Pacific Railroad Company	NOR 42144	Nationwide	North American Freight Car Association; American Fuel & Petrochemicals Manufacturers; The Chlorine Institute; The Fertilizer Institute; American Chemistry Council; Ethanol Products, LLC d/b/a Poet Ethanol Products; Poet Nutrition, Inc.; and Cargill Incorporated	Union Pacific Railroad Company	Docket is consolidated with NOR 42150, NOR 42152, and NOR 42153. On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25 Union Pacific filed an appeal in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
12/19/2016	Unreasonable practice and violation of statutory obligation to compensate car owners	Valero Marketing & Supply Company v. Union Pacific Railroad Company	NOR 42150	Unspecified	Valero Marketing & Supply Company; and Valero Rail Partners, LLC	Union Pacific Railroad Company	<p>Docket is consolidated with NOR 42144, NOR 42152, and NOR 42153.</p> <p>On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25, Union Pacific filed an appeal in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
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>Docket is consolidated with NOR 42144, NOR 42150, 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>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
8/1/2017	Unreasonable practice and violation of statutory obligation to compensate car owners	Arkema Inc. v. Union Pacific Railroad Company	NOR 42153	Unspecified	Arkema Inc.	Union Pacific Railroad Company	<p>Docket is consolidated with NOR 42144, NOR 42150, and NOR 42152.</p> <p>On 1/15/25, the Board issued a decision addressing the merits of the complaint. On 1/22/25, an appeal was filed by Union Pacific in the U.S. Court of Appeals for the Eighth Circuit. A petition for reconsideration was filed by complainants on 3/6/25. On 4/1/25, the Eighth Circuit granted UP's unopposed motion to hold the appeal in abeyance while reconsideration is pending before the Board, with status reports due every 60 days. UP filed its reply to the petition for reconsideration on 4/25/25.</p>
7/8/2019	Unreasonable practice and violation of statutory obligation to compensate car owners	Olin Corporation v. Union Pacific Railroad Company	NOR 42164	Unspecified	Olin Corporation	Union Pacific Railroad Company	<p>Complaint and motion to hold proceeding in abeyance filed on 7/8/19. Answer, reply to motion for abeyance, and motion to dismiss received on 7/29/19. Reply to the motion to dismiss received on 8/14/19.</p> <p>On 9/30/19, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
1/31/2024	Common carrier obligation, unreasonable practice complaint, and petition for declaratory order	Evergy, Inc., Evergy Metro, Inc., and Evergy Kansas Central, Inc. v. BNSF Railway Company	NOR 42180	Kansas	Evergy, Inc., Evergy Metro, Inc., and Evergy Kansas Central, Inc.	BNSF Railway Company	<p>Complaint filed 1/31/24. Joint motion filed 2/6/24 asking that the Board hold the proceeding in abeyance until 5/6/24. On 2/7/24 the Board granted the motion.</p> <p>Proceeding was held in abeyance until 5/6/24.</p> <p>BNSF filed partial motion to dismiss 5/17/24. BNSF filed answer to complaint 5/20/24. Evergy filed reply to partial motion to dismiss 6/6/24. On 9/27/24, BNSF filed a motion to compel discovery from Evergy.</p> <p>On 11/14/24, the Board granted BNSF's partial motion to dismiss.</p> <p>On 12/10/24, the Board tolled all deadlines under the procedural schedule while it considered the pending motion to compel discovery.</p> <p>On 3/4/25, the Board granted, in part, BNSF's motion to compel discovery, directed the parties to meet and confer to coordinate the exchange of information and documents, and updated the procedural schedule.</p> <p>On 5/14/25, the Board granted, in part, a second motion to compel discovery by BNSF, and updated the procedural schedule.</p> <p>On 5/23/25, the Board granted a joint motion to modify the</p>

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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. Evergy's rebuttal evidence is due 1/20/26, and simultaneous final briefs are due 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> <p>On 6/30/25, Metra filed a Petition for Temporary</p>

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							<p>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 9/3/2025, 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 9/29/2025, 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 9/30/2025, 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 11/13,2025, Metra filed a reply to the Petition for Interim Condition or Stay and the Board's 9/30/2025 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>In the Eighth Circuit, the Court set a briefing schedule requiring Petitioner's brief and appending by 1/2/26. On 12/5/25, the Board and Metra</p>

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							moved to hold the appeal in abeyance pending resolution of any conditions and compensation proceeding. UP opposed on 12/15/25, and the Board and Metra replied on 12/22/25. The Court denied the abeyance motions on 12/30/25.
5/20/2025	Application for terminal trackage rights	CSX Transportation, Inc.—Terminal Trackage Rights— Norfolk Southern Railway Company and Norfolk & Portsmouth Belt Line Railroad Company	FD 36859	Norfolk and Chesapeake, Va.	CSX Transportation, Inc.	CSX Transportation, Inc.; Norfolk Southern Railway Company; Norfolk & Portsmouth Belt Line Railroad Company	<p>Application filed 5/20/25.</p> <p>On 6/2/25, NS filed a motion to hold the proceeding in abeyance and a petition for housekeeping stay.</p> <p>On 6/3/25, CSXT filed a reply to NS's petition for housekeeping stay.</p> <p>On 6/5/25, the Board granted NS's petition for housekeeping stay and tolled all deadlines pending further order of the Board.</p> <p>On 6/12/25, CSXT filed a reply to NS's motion to hold the proceeding in abeyance.</p> <p>On 9/25/25, the Board granted NS's motion to hold the proceeding in abeyance.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
5/20/2025	Unlawful control; unlawful removal of track assets	CSX Transportation, Inc. v. Norfolk Southern Corporation and Norfolk Southern Railway Company	NOR 42183	Norfolk and Chesapeake, Va.	CSX Transportation, Inc.	CSX Transportation, Inc. and Norfolk Southern Railway Company	<p>Complaint filed 5/20/25.</p> <p>On 6/2/25, NS filed a motion to hold the proceeding in abeyance and a petition for housekeeping stay.</p> <p>On 6/3/25, CSXT filed a reply to NS's petition for housekeeping stay.</p> <p>On 6/5/25, the Board granted NS's petition for housekeeping stay and tolled all deadlines pending further order of the Board.</p> <p>On 6/12/25, CSXT filed a reply to NS's motion to hold the proceeding in abeyance.</p> <p>On 9/25/25, the Board granted NS's motion to hold the proceeding in abeyance.</p>
12/9/25	Unauthorized cessation of service; unreasonable practice	Dura-Bond Pipe, L.L.C. v. Cleveland-Cliffs Railways, Inc.	NOR 42184	Steelton, Pa.	Dura-Bond Pipe, L.L.C.	Cleveland-Cliffs Railways Inc.	<p>Complaint, motion for preliminary injunction, and petition to partially revoke exemption filed 12/9/25.</p> <p>On 12/11/25, the Board set deadlines for reply and rebuttal concerning the motion for preliminary injunction.</p> <p>On 12/22/25, the Board granted Dura-Bond's 12/17/25 motion to withdraw, without prejudice, its complaint, motion, and petition.</p>

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Q4 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 Q4 2025 (October 1, 2025 – December 31, 2025), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/19/2025	Railroad demurrage charges	Midwest	Shipper contacted RCPA for assistance related to a demurrage dispute with its serving railroad; the shipper believed that the railroad had misapplied its demurrage rules and sought informal RCPA mediation; RCPA conferred with the shipper about its service and instances where demurrage charges were applied and then liaised with the railroad, resulting in a mutually-agreeable settlement and service plan going forward. [Closed]	

¹ A table showing the quarterly inquiries received by Rail Customer and Public Assistance (RCPA) is attached as an Appendix to this report.

² Matters reported as “Pending” on the previous quarterly report are carried forward to the next quarterly report.

³ **Northeast:** Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania; **South:** Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas; **Midwest:** North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio; **West:** Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii.

⁴ This quarterly report may identify the complainant that submitted an informal complaint only upon the written consent of the complainant. Surface Transportation Board Reauthorization Act of 2015, Sec. 6(b).

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/29/2025	Railroad service issue	South	Shipper sought assistance from RCPA relating to waybill issues that were causing its rail cars to be pulled and then re-spotted at its facility, resulting in charges from the railroad for duplicate spotting or intra-plant switching; RCPA conferred with the shipper about the situation and then engaged with the railroad to facilitate a resolution; the shipper informed RCPA that the issue was corrected and the charges were waived. [Closed]	
9/30/2025	Railroad service issue	South	Port facility contacted RCPA for assistance due to deteriorating rail service affecting its tenants, including missed switches, incorrect car location information, poor communication and related demurrage charges; RCPA discussed the issues with the port facility and contacted the railroad to explore pathways to resolve the issues; the port subsequently advised that service had improved and was satisfactory. [Closed]	
11/13/2025	Railroad commercial or billing issue	South	Third-party logistics provider (3PL) contacted RCPA for assistance with a waybilling issue that was preventing the 3PL from tracking cars for its clients during the return trip; RCPA discussed the issues with the 3PL and previous efforts at resolving the issue with the railroad; subsequently, RCPA contacted the railroad to explore ways to ensure visibility for the 3PL. [Closed]	
11/13/2025	Railroad service issue	West	Shipper contacted RCPA for assistance related to missed switches that were affecting its ability to maintain production and supply customers; RCPA liaised with the shipper about the issues; the railroad completed a switch that provided necessary product to avert a production outage. [Closed]	
11/13/2025	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with missed switches and deteriorating local service at its facility, as well as poor communication from the railroad; RCPA liaised with the shipper about the issues; however, the shipper advised that service was improving and therefore did not seek direct RCPA engagement with the railroad. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/14/2025	Railroad tariff issue	West	Rail car owner sought assistance from RCPA relating to a short line railroad's change to its demurrage and storage tariff, which would require the owner to pay charges on cars in long-term storage, contrary to past practices; RCPA discussed the issues with the car owner and offered to engage with the railroad to address the issues; however, the owner decided not to move forward. [Closed]	
11/17/2025	Railroad service issue	South	Logistics park owner contacted RCPA for assistance related to implementing consistent service from railroads serving the facility in order to support its tenants' needs; RCPA discussed the issues with the park owner and engaged with the incumbent railroad to better understand the situation. [Closed]	
11/17/2025	Railroad service issue	West	Shipper contacted RCPA for assistance related to missed switches and disputed accessorial charges arising when its tracks are blocked by third-parties; RCPA discussed the issues with the shipper and contacted the railroad to explore pathways to resolve the challenges; RCPA clarified service expectations and improved communication between the parties, resulting in better service and elimination of the disputed charges. [Closed]	
11/18/2025	Railroad service issue	Midwest	Railroad contacted RCPA for assistance related to gaining access to another railroad's track in order to serve a customer facility; RCPA discussed the issues with the shipper and then liaised with the other railroad to seek to resolve the dispute; however, RCPA was unable to resolve the dispute due to competing interpretations of underlying agreements and prior agency decisions. [Closed]	
12/9/2025	Railroad demurrage charges	International	Shipper sought RCPA assistance with demurrage charges stemming from a waybill issue which caused its cars to be stranded at an interchange location; RCPA discussed the issues with the shipper and liaised with the railroad for a resolution; the shipper advised that the railroad was able to favorably resolve the situation and clarify the process for utilization of electronic data interchange (EDI). [Closed]	
12/30/2025	Railroad demurrage charges	South	Shipper requested assistance from RCPA relating to bunching of its empty inbound railcars at interchange locations, leading to a glut of cars arriving at its serving yard and attendant demurrage charges; RCPA discussed the issues with the shipper and then engaged with the railroad to explore the circumstances and possible solutions. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/31/2025	Railroad service issue	South	Shipper sought RCPA assistance with a plant shutdown situation after a railroad missed several switches, creating a raw material deficit; RCPA conferred with the shipper and then engaged with the railroad to facilitate service to the shipper's facility; the railroad advised that a priority switch was arranged for later the same day. [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

Q4 2025 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	2	2	0	0	0	0	0	0
Household Goods Moving Issue	14	5	3	5	0	1	0	0
Information-Economic Data	4	1	2	0	1	0	0	0
Information-Non Economic Request	30	13	4	5	5	2	1	0
Railroad Agricultural Contract Filing	1	0	1	0	0	0	0	0
Amtrak or Passenger Rail Issue	2	1	1	0	0	0	0	0
Railroad Commercial or Billing Issue	2	1	0	0	0	1	0	0
Railroad Blocked Crossings	1	0	0	1	0	0	0	0
Railroad Competition Issues	1	0	0	0	0	1	0	0
Railroad Demurrage Charges	2	0	1	0	0	0	1	0
Railroad Environmental Issues	1	0	0	0	1	0	0	0
Railroad Fuel Surcharge	1	0	0	1	0	0	0	0
Railroad Labor Issues	2	1	0	0	1	0	0	0
Railroad Maintenance Issue	2	1	0	1	0	0	0	0
Railroad Noise, Airhorn, Safety, etc	8	2	3	1	2	0	0	0
Railroad Service Issue	6	2	1	2	1	0	0	0
Railroad Tariff Issue	1	0	0	0	1	0	0	0
Rails to Trails	2	0	1	0	1	0	0	0
Real Estate Matter	6	0	4	1	1	0	0	0
STB Authority Question	1	1	0	0	0	0	0	0
STB Fees	1	1	0	0	0	0	0	0
STB Jurisdictional Question	4	1	1	0	2	0	0	0
STB Procedural Assistance	53	27	2	16	6	1	1	0
STB Recordations or Security Interests on Rail Cars	8	4	1	3	0	0	0	0
STB or ICC Records Assistance	44	9	8	16	11	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
STB Webpage/Downloading Assistance	5	4	0	1	0	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	1	0	0	0	1	0	0	0
Wrong Agency Calls	4	0	0	2	2	0	0	0
Total	209	76	33	55	36	6	3	0

U.S. Census Regions:

Northeast Region	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania
South Region	Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas
Midwest Region	North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio
West Region	Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii

Appendix to Quarterly Report of Informal Service Complaints

Q4 2025 Cases by Commodity Group*

Commodity Group	Number
Agricultural Products	10
Automobile	1
Chemicals	2
Forest Products	1
Household Goods	15
Industrial Products	1
Intermodal	1
Metals and Minerals	1
Municipal Waste	2
Not Specified by Shipper	1
Passenger	2
Other	3
N/A	169
Total	209

*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.