

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

Q1 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 Q1 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 7/5/2016.</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 1/3/2017 to allow parties to reach agreement regarding certain terms and conditions.</p> <p>BNSF filed petition to establish conditions of use and compensation on 1/12/2018. KCS filed motion to dismiss petition on 2/1/2018. Additional pleadings by BNSF, UP, and KCS filed.</p> <p>Decision denying KCS motion to dismiss served on 5/1/2018.</p> <p>UP and KCS filed replies to BNSF’s petition on 6/25/2018 and BNSF and KCS filed rebuttals on 7/16/2018.</p>

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							<p>The parties participated in Board-sponsored mediation in 2018. On 10/17/2018, the Board was informed that mediation was not successful.</p> <p>By decision served on 12/7/2018, the Board directed the parties to provide additional information. The parties submitted responses on 2/4/2019 and replies on 2/25/2019.</p> <p>KCS and UP filed a joint request for Board-sponsored mediation on 6/18/2019. BNSF filed a reply to the mediation request on 6/25/2019. By decision served on 7/3/2019, the Board directed the parties to engage in Board-sponsored mediation. On 11/29/2019, the mediators informed the Board that mediation was not successful.</p> <p>By decision served 2/21/2020, 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 4/1/2020, the Board adopted a procedural schedule jointly</p>

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							<p>proposed by the parties and also granted a joint request to appoint an administrative law judge to resolve discovery disputes.</p> <p>On 4/7/2020, a second appeal was filed with the U.S. Court of Appeals for the District of Columbia Circuit.</p> <p>On 12/18/2020, BNSF filed a petition to establish conditions of use. Replies to that petition were filed on 1/19/2021, by KCS and UP. On 2/8/2021, BNSF responded to KCS's reply.</p> <p>Opening statements were filed on 1/26/2021; replies were filed on 4/12/2021; rebuttals were filed on 5/11/2021</p> <p>By decision served on 4/13/2022, 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 4/29/2022.</p>

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							<p>By decision served on 11/28/2023, 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. KCS's submission was due 1/12/2024, the replies from BNSF and UP were due 2/12/2024 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 1/10/2024, 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 1/24/2024.</p> <p>A staff-supervised technical conference with the parties was held on 6/13/2024.</p>

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							<p>By decision served 6/25/2024, the Board set a procedural schedule for KCS to submit supplemental analysis and data, including workpapers, for its line segment earnings calculations. By decision served 7/23/2024, KCS was granted an unopposed extension of the procedural schedule. KCS filed its supplemental data on 8/23/2024, and BNSF filed a reply on 9/23/24. KCS filed its rebuttal on 10/7/2024.</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	<p>Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received on 1/26/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/5/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</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 January 22, 2025. A petition for reconsideration was filed by complainants on 3/6/2025.</p>

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>Complaint filed on 12/19/2016. Motion for abeyance received on 1/6/2017; reply and motion to consolidate received on 1/26/2017; motion to compel received on 2/24/2017. Decision consolidating NOR 42150 with NOR 42152 and NOR 42144 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</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 January 22, 2025. A petition for reconsideration was filed by complainants on 3/6/2025.</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 12/30/2016. Motion for abeyance received on 1/6/2017; reply and motion to consolidate received on 1/26/2017; motion to compel received on 2/24/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</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 January 22, 2025. A petition for reconsideration was filed by complainants on 3/6/2025.</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 8/1/2017. Union Pacific's motion to consolidate with NOR 42150, NOR 42152, and NOR 42144, received on 8/9/2017; answer to the complaint (8/23/2017), reply (8/29/2017), and supplement to the motion to consolidate (9/8/2017) received. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/05/2017.</p> <p>Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.</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 January 22, 2025. A petition for reconsideration was filed by complainants on 3/6/2025.</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 7/8/2019. Answer, reply to motion for abeyance, and motion to dismiss received on 7/29/2019. Reply to the motion to dismiss received on 8/14/2019.</p> <p>By decision served on 9/30/2019, 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 12/8/2022 along with proposed procedures and framework for investigation and remediation. By decision served 7/12/2023, 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 7/21/2023.</p> <p>On 9/12/2023, the Board added CPKC as a party of record and directed CPKC to respond to the Board’s request for information.</p> <p>On 11/20/2023, 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 2/13/2024, 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 8/19/2024, 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 10/07/2024, railroad replies were due 12/23/2024, non-party replies were due 1/22/2025, and Amtrak’s and railroad rebuttals were due 2/21/2025.</p> <p>Discovery concluded on 8/23/2024. UP supplemented its root cause narratives on 9/9/2024.</p> <p>By decision served 9/26/2024, 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 10/10/2024, and</p>

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							<p>Amtrak was permitted to supplement its 10/7/2024 opening statement by 10/24/2024.</p> <p>In accordance with that schedule, those parties filed their supplements, and Amtrak supplemented its opening statement on 10/24/2024.</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>

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 1/31/2024. Joint motion filed 2/6/2024 asking that the Board hold the proceeding in abeyance until 5/6/2024. A Board decision was served 2/7/2024 granting the motion.</p> <p>Proceeding in abeyance until 5/6/2024.</p> <p>BNSF filed partial motion to dismiss 5/17/2024. BNSF filed answer to complaint 5/20/2024. Evergy filed reply to partial motion to dismiss 6/6/2024.</p> <p>Parties filed joint conference report 6/4/2024.</p> <p>By decision served 6/10/2024, the Board adopted a procedural schedule.</p> <p>By decision served 9/24/2024, 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 9/27/2024.</p> <p>On 9/27/2024, BNSF filed a motion to compel discovery from Evergy.</p> <p>By decision served 12/10/2024, the Board tolled all deadlines under the procedural schedule while it considered the pending motion to compel discovery.</p> <p>By decision served 3/4/2025, the Board granted, in part,</p>

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							<p>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 3/28/25, BNSF filed a second motion to compel discovery from Evergy.</p>
3/7/25	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	Application filed 3/7/2025. By decision served 3/20/25, the Board adopted a procedural schedule.

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

Q1 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 Q1 2025 (January 1, 2025 – March 31, 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> <b>CONFIDENTIAL</b>
10/25/2024	Railroad demurrage issues	Midwest	Shipper contacted RCPA for assistance with a significant amount of 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 profile, as well as the demurrage charges; RCPA is convening ongoing meetings to review the charges. <b>[Pending]</b>	

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<sup>1</sup> A table showing the quarterly inquiries made to 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>
11/15/2024	Railroad service issue	Midwest	Shipper sought assistance from RCPA concerning a specific class of loaded railcars that were stopped in transit due to bad order issues and/or concerns about the security of the lading asserted by the railroad; RCPA discussed the situation with the shipper and then contacted the railroad at the shipper's request; RCPA facilitated continued movement of the railcars, as well as an explanation for the stoppage in transit, and assisted with cars that were stopped due to bad order status; however, direct discussions initiated by RCPA did not resolve all the issues. <b>[Closed]</b>	
11/27/2024	Railroad service issue	South	Shipper's representative contacted RCPA to discuss potential options for restoring rail service to its facility, including access from another railroad; RCPA conferred with the representative to understand the status of past negotiations and pathways forward; per the representative's request, RCPA conferred with the alternate railroad to promote direct discussions and review potential access to the shipper's facility. <b>[Closed]</b>	
12/3/2024	Railroad demurrage issue	Northeast	Shipper sought assistance from RCPA concerning container storage charges that were applied when the containers were not made available for pick-up; RCPA engaged the railroad to review the application of the charges; the shipper received refunds on some of the containers; however, the railroad did not grant relief on all charges. <b>[Closed]</b>	
1/7/2025	Railroad service issue	Midwest	Shipper contacted RCPA for assistance relating a railroad's decision to decommission a team track used by the shipper, which would result in the shipper trucking its freight; RCPA discussed the issues with the shipper, including oversight of ancillary tracks, and offered to liaise with the railroad; however, the shipper did not seek direct RCPA assistance. <b>[Closed]</b>	
1/8/2025	Railroad service issue	Northeast	Shipper requested guidance from RCPA relating to a railroad's statement that it would cease spotting cars within the shipper's facility, and instead drop and pull cars at the property line; RCPA provided informal guidance to the shipper on the railroad's obligations as a common carrier, including the railroad's characterization of its track in licensing filings; the shipper did not seek direct RCPA engagement in discussions with the railroad. <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>
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, including access issues, and continues to facilitate direct discussions between the shipper, the Class I railroad and the owner of the line. <b>[Pending]</b>	
1/27/2025	Railroad service issue	South	Shipper contacted RCPA for assistance relating to a shortline railroad's refusal to restore direct service to its facility after a derailment damaged its serving track; RCPA discussed the issues with shipper, including the infeasibility of a transloading option; RCPA conferred with the shortline to relay the shipper's concerns and explore pathways for restoring direct service; however, the shortline declined to accommodate the shipper's request for direct service. <b>[Closed]</b>	
1/28/2025	Railroad commercial issue	South	Third-party logistics provider (3PL) requested assistance from RCPA related to a railroad's charges for cleaning railroad-owned cars; RCPA discussed the issues with the 3PL, including the cleaning requirements and the 3PL's non-party status on the bills of lading; RCPA conferred with the railroad about the accuracy of the charges, resulting in the railroad re-billing them to the consignee. <b>[Closed]</b>	
1/28/2025	Railroad tariff issue	West	Shipper sought assistance from RCPA relating to ascertaining a railroad's tariff rate for a specific commodity; RCPA conferred with the shipper about the apparent absence of the rate and then set up direct discussions between the shipper and the railroad to review the relevant tariff. <b>[Closed]</b>	
1/31/2025	Railroad service issue	West	Shipper requested assistance from RCPA relating to a railroad's delay in certifying tracks constructed by the shipper as suitable for operation, as well as the railroad's proposed industry track agreement; RCPA conferred with the shipper and then liaised with the railroad to expedite its engineering review and advance issues relating to the agreement; however, the shipper did not seek further RCPA assistance. <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>
2/4/2025	Railroad service issue	Midwest	Shipper contacted RCPA about deteriorating local service to its facility, including missed switches, and noted an ongoing dispute over leased tracks; RCPA conferred with the shipper about the issues and offered to engage with the railroad; the shipper did not request direct assistance; however, RCPA checked in with the shipper and received updates, as the service issues were favorably resolved. <b>[Closed]</b>	
2/4/2025	Railroad demurrage charges	West	3PL contacted RCPA for assistance relating to significant 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; at the 3PL's request; RCPA engaged directly with the railroad about the charges, and then convened an informal mediation between the parties; RCPA is facilitating the parties' further discussions, information-sharing and review of the charges. <b>[Pending]</b>	
2/7/2025	Railroad commercial issue	West	Shipper sought guidance on a railroad's practice of imposing charges related to certain kinds of operations; RCPA reviewed relevant STB and ICC case law concerning the charges at issue and provided informal guidance to the shipper. <b>[Closed]</b>	
2/10/2025	Railroad service issue	West	Shipper contacted RCPA for assistance relating to a railroad's failure to supply empty railcars for loading at the shipper's facility, leading to a shutdown situation; RCPA engaged with the railroad to expedite delivery of cars enroute, thereby facilitating the shipper's resumption of operations. <b>[Closed]</b>	
2/12/2025	Railroad service issue	South	Shipper requested assistance from RCPA with respect to securing permits under an embargo in order to protect against a product outage, as it worked to reduce excess volume in its serving yard; RCPA liaised with the railroad about the shipper's supply chain needs and lead time, resulting in permits being issued; subsequently, the shipper advised that the embargo was lifted. <b>[Closed]</b>	

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2/20/2025	Railroad service issue	West	Shipper contacted RCPA for assistance related to delays in its unit train service, which were creating a potential shutdown situation at its facility, as well as a run-out situation for its customer; RCPA conferred with the railroad to elevate the shipper's concern and to explore pathways that would avoid the shutdown situation; the railroad deployed necessary resources and re-routed a train in order to remedy the issues. <b>[Closed]</b>	
2/25/2025	Railroad service issue	South	Shipper requested RCPA assistance with last-mile service issues affecting its customer's facility, including missed switches and delays at the local serving yard; RCPA liaised with the shipper about the issues and then contacted the railroad to discuss the situation; the railroad subsequently advised that high-level meetings were scheduled with both the shipper and the receiver to address the issues; as a result, service has improved. <b>[Closed]</b>	
2/26/2025	Railroad service issue	West	Railcar repair company sought guidance from RCPA relating to restoring service to a facility that it intended to bring back into active operation; RCPA provided informal guidance to the shipper on a railroad's obligation to provide service under the relevant framework; however, the company did not seek direct RCPA assistance. <b>[Closed]</b>	
2/28/2025	Railroad service issue	West	Shipper requested guidance from RCPA relating to its potential access to rail service from a second railroad in the vicinity of its facility; RCPA discussed the issues with the shipper and then reviewed relevant STB case law concerning rail carriers serving the geographic location; RCPA provided informal guidance to the shipper, assessing potential service options. <b>[Closed]</b>	
2/28/2025	Railroad service issue	Northeast	Shipper contacted RCPA for assistance due to 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 received a read-out on an initial meeting between the parties and is working to achieve service improvements; RCPA is also participating in joint calls with the shipper and railroad to monitor service. <b>[Pending]</b>	

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3/5/2025	Railroad service issue	South	Shipper sought assistance from RCPA relating a railroad's shortfalls in providing service during the shipper's peak season; RCPA discussed the issues with the shipper and then liaised with the railroad resulting in a meeting between the parties to align service expectations. <b>[Closed]</b>	
3/5/2025	Railroad service issue	West	Shipper contacted RCPA for assistance concerning a railroad's delays in spotting and pulling cars at its facility; the shipper advised that operational constraints at its facility required greater coordination from the railroad; RCPA conferred with the shipper and then engaged with the railroad to address the issue; the shipper's facility was served by the railroad and RCPA monitored the status of the facility for the next two weeks. <b>[Closed]</b>	
3/6/2025	Railroad intermodal service	South	Shipper contacted RCPA for assistance with storage fees on grounded containers at a railroad's ramp; the railroad was not granting gate access to private chassis on a timely basis, causing storage fees to accrue unnecessarily on containers that otherwise would be out-gated; RCPA liaised with the railroad resulting in favorable resolution with the shipper. <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 liaised with the shipper about the issues and then contacted the shortline to set up a meeting about the situation. <b>[Pending]</b>	
3/12/2025	Railroad inter-carrier dispute	West	Shortline railroad sought RCPA assistance relating to difficulties with a Class I railroad in establishing a new interchange; the shortline explained that the Class I railroad was requesting certain operational and commercial restrictions that it believed were unwarranted; RCPA discussed the issues with the shortline and the Class I railroad and advised the parties that they should continue to work directly on resolving the disputed issues. <b>[Closed]</b>	
3/19/2025	Railroad service issue	South	Shipper contacted RCPA for assistance after a railroad reduced its days of service per week and changed to a nighttime service window; RCPA engaged with the railroad to elevate the shipper's concerns about disruption of its operations and to explore pathways for a mutually-acceptable schedule; the railroad advised that it was returning to the previous service schedule. <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>
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 contacted the shortline to set up a meeting to review the situation. <b>[Pending]</b>	
3/25/2025	Railroad service issue	Midwest	Shipper sought RCPA assistance with a delayed railcar that was urgently needed in order to avoid a plant shutdown; RCPA engaged with the railroad to elevate awareness of the situation and escalate movement of the car; the railroad was able to advance a different inbound car containing the same commodity in order to avert a shutdown; RCPA monitored the status as the cars moved towards placement. <b>[Closed]</b>	

Note: A table showing the quarterly inquiries made to Rail Customer and Public Assistance (RCPA) is attached below as an appendix to the foregoing report.

## Appendix to Quarterly Report of Informal Service Complaints

### Q1 2025 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	7	6	0	1	0	0	0	0
Passenger Bus Issue	5	1	1	2	1	0	0	0
Household Goods Moving Issue	19	6	4	6	2	1	0	0
Information-Economic Data	12	4	4	2	1	1	0	0
Information-Non Economic Request	36	12	7	7	6	2	2	0
Motor Carriers (Trucking) Issue	3	1	0	1	1	0	0	0
Amtrak or Passenger Rail Issue	1	0	1	0	0	0	0	0
Railroad Commercial or Billing Issue	3	0	2	0	1	0	0	0
Railroad Blocked Crossings	12	0	4	6	2	0	0	0
Railroad Competition Issues	1	0	0	0	1	0	0	0
Railroad Demurrage Charges	2	0	0	1	1	0	0	0
Railroad Environmental Issues	3	1	2	0	0	0	0	0
Railroad Freight Car Repair or Disposal	1	0	1	0	0	0	0	0
Railroad Interchange Issue	2	0	2	0	0	0	0	0
Railroad Intermodal Service	1	0	1	0	0	0	0	0
Railroad Labor Issues	8	1	5	0	2	0	0	0
Railroad Liability Issues	2	0	1	1	0	0	0	0
Railroad Maintenance Issue	3	1	0	1	1	0	0	0
Railroad Noise-Safety, etc.	8	0	2	4	2	0	0	0
Railroad Preemption	1	0	0	1	0	0	0	0
Railroad Rate Levels/Increases	1	0	0	0	1	0	0	0
Railroad Service Issue	16	3	4	6	3	0	0	0
Railroad Side Track Agreement	1	0	0	0	1	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Tariff Issue	1	0	0	0	1	0	0	0
Rails to Trails	8	1	4	2	1	0	0	0
Real Estate Matter	10	0	4	5	1	0	0	0
STB Authority Question	2	0	1	1	0	0	0	0
STB Fees	4	1	1	1	1	0	0	0
STB Jurisdictional Question	7	2	0	4	1	0	0	0
STB Procedural Assistance	49	18	10	12	8	1	0	0
STB Recordations or Security Interests on Rail Cars	6	2	2	2	0	0	0	0
STB or ICC Records Assistance	76	17	17	31	11	0	0	0
STB Webpage/Downloading Assistance	11	8	2	1	0	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	1	0	0	0	1	0	0	0
Wrong Agency Calls	8	1	2	0	3	2	0	0
<b>Total</b>	<b>331</b>	<b>86</b>	<b>84</b>	<b>98</b>	<b>54</b>	<b>7</b>	<b>2</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

### Q1 2025 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	9
Aggregates	1
Chemicals	10
Construction Materials	1
Empty Freight Cars	1
High/Wide Loads	1
Household Goods	17
Industrial Products	2
Intermodal	3
Metals and Minerals	2
Municipal Waste	1
Not Specified by Shipper	3
Passenger	14
Other	3
N/A	263
<b>Total</b>	<b>331</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.