

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Third Quarter 2021

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 the third quarter of 2021, 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. Decision denying KCS motion to dismiss served on 5/1/2018.</p>

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							<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> <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</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>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 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>
3/31/2015	Unreasonable tariff and practices	North American Freight Car Association v. Union Pacific	NOR 42144	Nationwide	North American Freight Car Association; American Fuel &	Union Pacific Railroad Company	Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received on 1/26/2017. Decision

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		Railroad Company			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		<p>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>
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</p>

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							<p>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>
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</p>

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							<p>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>
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</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							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.
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>
11/6/2020	Failure to provide adequate rail service; failure to provide adequate notice of change in common carrier service terms; unreasonable practice	Sanimax USA LLC v. Union Pacific Railroad Company	NOR 42171	South Saint Paul, Minnesota	Sanimax USA LLC	Union Pacific Railroad Company	<p>Complaint filed 11/6/2020. Answer and motion to dismiss filed 11/30/2020.</p> <p>Decision granting joint motion for stay until 2/16/2021 to allow for settlement negotiations served 12/18/2020.</p> <p>Decision granting motion for an extension until 2/16/2021 to reply to motion to dismiss served 12/18/2020. Reply to the motion to dismiss and request for partial revocation</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							of exemptions filed on 2/16/2021. Joint status report and proposed procedural schedule filed 2/16/2021. Reply to the request for partial revocation filed 3/8/2021.
7/30/2021	Unlawful embargo; unreasonable charges;	A.F. Gelhar Company, Inc. & Grede Holdings, LLC v. C & NC Railroad Company	NOR 42172	New Castle, Indiana	A.F. Gelhar Company & Grede Holdings, LLC	C & NC Railroad Company.	<p>Complaint filed 7/30/2021. Answer filed 8/13/2021. By decision served 8/9/2021, the Board directed the complainants to provide additional information, which complainants responded to on 8/13/2021.</p> <p>By decision served 9/24/2021, the Board denied as moot an application for emergency service order and a petition for temporary injunctive relief, and directed the parties to propose a procedural schedule.</p> <p>On 9/29/2021, complainants filed a motion for voluntary dismissal of their complaint without prejudice.</p>

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED

Third Quarter 2021

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of informal service complaints received by the agency. *See* STB Reauthorization Act of 2015, Sec. 6(b), Pub. L. No: 114-110 (2015). During the second quarter of 2021 (July 1, 2021 – September 30, 2021), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
5/3/2021	Railroad service issue	South	Shipper sought RCPA assistance in addressing railroad service problems; RCPA contacted the railroad to discuss the issues, which resulted in more consistent service; however, the shipper subsequently reported deterioration and RCPA revisited the situation with the railroad, resulting in service improvement. [Closed]	

¹ A table showing the quarterly inquiries received by the STB’s Rail Customer and Public Assistance office 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
6/8/2021	Railroad intermodal service	Midwest	Shipper advised RCPA of delays and mounting storage fees at various railroad intermodal facilities; per the shipper's request, RCPA contacted one of the railroads to request expedited movement of delayed containers; RCPA liaised with the railroad to facilitate release of the containers. [Closed]	
6/14/2021	Railroad intermodal service	Midwest	Shipper contacted RCPA about a container that had been delayed at an intermodal facility for several weeks and associated storage charges; RCPA contacted the railroad to discuss the situation; the railroad expedited delivery of the container, but declined to waive storage charges. [Closed]	
6/14/2021	Railroad intermodal service	Midwest	Shipper contacted RCPA about several intermodal containers that had been delayed at a rail-ramp; RCPA contacted the railroad, which investigated the situation, and assisted with releasing the containers. [Closed]	
6/18/2021	Railroad service issue	South	Shipper contacted RCPA about missed switches, which were creating a risk of shutdown; RCPA contacted the railroad which provided make-up switches to bolster the shipper's inventory and monitored service going forward. [Closed]	
6/25/2021	Railroad service issue	South	Third-party logistics provider (3PL) contacted RCPA about poor rail service at a customer's distribution centers; following RCPA discussions with the railroad, service improved. [Closed]	
7/13/2021	Railroad intermodal service	South	Shipper contacted RCPA about containers that had incurred delays at an intermodal facility at a time when the facility was closed due to severe weather; the shipper objected to storage charges assessed by the railroad during the delay; RCPA discussed the issues with the shipper and offered to liaise with the railroad; however, the shipper did not follow up with RCPA. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
7/14/2021	Railroad service issue	West	Shipper contacted RCPA about poor railroad service and inadequate car supply involving a Class I and short line railroad; RCPA discussed the issues with the railroads; additional cars were allocated to the shipper and its local service performance improved. [Closed]	
7/15/2021	Railroad service issue	West	Shipper contacted RCPA about an empty unit train that was delayed en route due to poor coordination at interchange; RCPA liaised with the railroads to understand the circumstances that led to the delay; the railroads acknowledged a breakdown in communications and implemented steps to prevent recurrence. [Closed]	
7/15/2021	Railroad service issue	West	Shipper contacted RCPA about a short line railroad's chronic missed switches and poor communication; RCPA contacted the railroad about the issues; the railroad implemented measures that improved the consistency of switches and overall communication with the shipper. [Closed]	
7/16/2021	Railroad intermodal service	Midwest	Shipper contacted RCPA about a delayed container that was stuck at an intermodal facility; RCPA contacted the railroad about expediting retrieval of the container; however, the railroad declined to offer assistance due to the container's position in the stack; the container was ultimately delivered approximately one month after the shipper first contacted RCPA. [Closed]	
7/19/2021	Railroad intermodal service	Midwest	Shipper sought assistance from RCPA to secure release of intermodal containers from a rail ramp; RCPA contacted the railroad about the availability of the containers for pick-up; the railroad advised that due to congestion, the containers were unlikely to be available in the near term; RCPA relayed this information back to the shipper. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
7/20/2021	Railroad service issue	Midwest	Shipper contacted RCPA about a loaded unit train delayed at origin because the railroad was not supplying locomotives; RCPA contacted the railroad about the delay and to get an update on its timing to pull the train; shortly thereafter, the shipper advised that the locomotives were supplied and the train departed. [Closed]	
7/20/2021	Railroad service issue	South	Rail consultant contacted RCPA about a railroad's plan to reduce switching frequency to its shipper-client; the consultant advised that it was negotiating with the railroad, and asked for RCPA to await the outcome of those discussions; subsequently, the consultant informed RCPA that it had reached a favorable resolution for its shipper-client. [Closed]	
7/22/2021	Railroad service issue	South	Shipper contacted RCPA for assistance with respect to demurrage charges that arose from poor service and missed switches; RCPA contacted the railroad about the issues and the railroad agreed to reach out to the shipper to review the validity of the charges. [Closed]	
7/23/2021	Railroad intermodal service	South	Shipper contacted RCPA for assistance in obtaining information about several containers that were delayed at a port; RCPA contacted the railroad which advised that the containers had been placed on a train for movement; RCPA relayed the information to the shipper. [Closed]	
7/26/2021	Railroad intermodal service	West	Shipper contacted RCPA about a container that was delayed at an intermodal facility and its unsuccessful efforts to retrieve the container; RCPA provided guidance to the shipper on intermodal congestion issues; however, the shipper did not seek direct assistance with the railroad. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
7/27/2021	Railroad service issue	South	Shipper advised RCPA of chronic service problems at its facility; RCPA provided perspective on current rail service challenges and offered to liaise with the railroad; the shipper subsequently advised that following its own discussions with the railroad, service had improved. [Closed]	
7/28/2021	Railroad service issue	South	Rail consultant contacted RCPA on behalf of its shipper-client, which was concerned about a railroad's modification of its service plan; however, the consultant did not seek immediate RCPA assistance; subsequently, the consultant advised that its shipper-client had agreed to the modified plan. [Closed]	
7/29/2021	Railroad service issue	Midwest	Shipper sought RCPA assistance regarding missed switches and delays in transportation; RCPA liaised with the railroad about the problems, and the railroad implemented steps to improve service, including status updates to RCPA. [Closed]	
8/11/2021	Railroad service issue	Midwest	Shipper requested RCPA assistance concerning a railroad's statement that it was halting service to its facility; RCPA provided informal guidance to the shipper on potential formal and informal pathways to address the cessation; the shipper subsequently notified RCPA that there had been a miscommunication about halting service and that the railroad would continue operations. [Closed]	
8/13/2021	Railroad service issue	South	Shipper contacted RCPA to discuss repeated missed switches at its facility and significant demurrage charges; RCPA provided perspective on current rail service challenges and followed up by sending the shipper the Board's recent rulemaking decisions related to demurrage; the shipper did not seek direct assistance with the railroad. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/18/2021	Railroad intermodal service	Midwest	Shipper sought RCPA assistance in obtaining a refund of storage charges incurred when containers were stuck at a railroad's ramp and unavailable for pickup; RCPA provided guidance to the shipper and was later notified that the railroad had refunded a portion of the charges. [Closed]	
8/25/2021	Railroad service issues	West	Shipper contacted RCPA for assistance with railcars that were delayed in transit; RCPA liaised with the railroad, which expedited delivery. [Closed]	
8/26/2021	Railroad intermodal service	Midwest	Shipper sought assistance from RCPA with respect to storage charges assessed on containers that were stuck at a rail ramp; RCPA provided guidance to shipper on reducing the charges; the shipper subsequently advised that the railroad had agreed to cap the charges at a reduced amount. [Closed]	
8/27/2021	Railroad service issue	South	Rail consultant contacted RCPA on behalf of its shipper-client for assistance with poor service; RCPA engaged with the railroad, which modified its local service plan to ensure that switches are performed consistently; additionally, the railroad actively monitored service to the shipper, going forward. [Closed]	
8/27/2021	Railroad service issue	South	Shipper contacted RCPA about poor rail service, missed switches and demurrage charges at its facility; RCPA discussed the issues with the shipper and liaised with the railroad on the shipper's behalf; the railroad agreed to review the demurrage charges, but did not put forward a plan for service improvements; RCPA liaised with the shipper about further involvement. [Pending]	
8/30/2021	Railroad intermodal issue	Midwest	Shipper's representative requested assistance from RCPA, relating to delays in the rail intermodal supply chain; RCPA provided background information to the representative on current intermodal issues and advised that RCPA was already working directly with the shipper. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/1/2021	Railroad service issue	Northeast	Shipper requested RCPA assistance with ongoing poor rail service and delays in moving its cars from its local serving yard; RCPA liaised with the railroad and discussed crew and operational challenges; the railroad focused on the shipper's traffic to improve overall service reliability. [Closed]	
9/1/2021	Railroad intermodal service	Midwest	Shipper sought RCPA assistance in securing the release of a delayed container from the railroad's intermodal ramp; RCPA contacted the railroad, which expedited release of the container. [Closed]	
9/3/2021	Railroad service issue	Midwest	Shipper requested RCPA assistance in addressing poor rail service; RCPA discussed the issues with the shipper, but per the shipper's request did not reach out to the railroad. [Closed]	
9/7/2021	Railroad intermodal service	South	3PL contacted RCPA about bunching of inbound railcars and related demurrage fees imposed by the railroad; RCPA provided informal guidance to the shipper on demurrage issues, including the Board's recent rulemaking actions; however, the 3PL did not request direct RCPA intervention with the railroad. [Closed]	
9/7/2021	Railroad intermodal service	West	Shipper contacted RCPA about its difficulty placing an additional trainset into service; RCPA discussed the situation with the shipper and liaised with the railroad on the shipper's behalf; the railroad committed to accepting the trainset; RCPA was subsequently advised that the shipper withdrew its request. [Closed]	
9/12/2021	Railroad intermodal service	Midwest	Shipper contacted RCPA to express overarching concerns about extended delays and congestion across the rail intermodal network; RCPA provided perspective to the shipper on current service challenges and discussed formal and informal pathways for obtaining assistance; the shipper did not request direct RCPA assistance. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/13/2021	Railroad intermodal service	Midwest	Shipper sought RCPA assistance in expediting movement of delayed containers, which had been held by the railroad at intermediate points for several weeks; RCPA contacted the railroad, which arranged to move the containers via truck, pursuant to the shipper's request. [Closed]	
9/13/2021	Railroad service issue	West	Shipper sought RCPA assistance in addressing poor rail service and unfulfilled car orders at its facility; RCPA contacted the railroad to discuss the situation and hosted a conference call between the parties to explore potential solutions, going forward. [Pending]	
9/14/2021	Railroad service issue	South	Shipper contacted RCPA for assistance related to poor rail service and continued missed switches at its facility; RCPA liaised with the shipper and contacted the railroad to discuss the situation. [Pending]	
9/16/2021	Railroad service issue	South	Chemical retailer contacted RCPA about rail service disruptions that were impacting its supply chain and its ability to obtain product from a rail-served wholesaler; RCPA discussed the issues with the retailer and current service challenges in the supply chain; RCPA also advised that it had recently been engaged on a related request and will continue to monitor service. [Closed]	
9/17/2021	Railroad commercial issue	South	Shipper contacted RCPA for assistance with a charge assessed by a railroad when its leased cars were returned earlier to the lessor and subsequently sent to be scrapped; RCPA discussed the issue with the shipper and reached out to the railroad to review the charges. [Pending]	
9/21/2021	Railroad service issue	Northeast	Shipper contacted RCPA about poor rail service, including missed switches, cars left at origin, and poor communication with the railroad; RCPA conferred with the shipper and liaised with the railroad about service issues; the railroad acknowledged service failures and referred to crew shortages; RCPA is monitoring service, going forward. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/21/2021	Railroad intermodal service	West	3PL contacted RCPA about several containers that were stuck at the railroad's terminal; RCPA contacted the railroad about allowing the use of private chassis to release the containers; subsequently, the railroad advised that the containers were mounted and available for pick-up. [Closed]	
9/22/2021	Railroad service issue	Northeast	Shipper contacted RCPA about a delayed inbound railcar that was in bad order status; RCPA contacted the railroad for an update on repairing the car; the railroad advised that repairs were complete and the car resumed movement to the shipper. [Closed]	
9/22/2021	Railroad service issue	Northeast	Shipper contacted RCPA about a unit train that was delayed at interchange between a Class I and short line railroad; RCPA liaised with both railroads to understand the problem and facilitate prompt interchange; after interchange, RCPA liaised with the short line to ensure prompt delivery to the shipper. [Closed]	
9/27/2021	Railroad tariff issue	Midwest	Shipper contacted RCPA for assistance in interpreting a railroad's tariff, pertaining to charges for moving empty rail cars; RCPA discussed the issue with the shipper and is awaiting additional information. [Pending]	
9/27/2021	Railroad intermodal service	Midwest	Shipper sought assistance from RCPA in securing release of intermodal containers from a railroad's terminal; RCPA reached out to the railroad to ascertain the status and expedite release. [Pending]	
9/28/2021	Railroad commercial issue	South	Shipper contacted RCPA for assistance with negotiating a new side track agreement, following an impasse with the railroad; RCPA is liaising with the railroad to facilitate continued discussions. [Pending]	

Note: A table showing the quarterly inquiries received by the STB's Rail Customer and Public Assistance office is attached below as an appendix to the foregoing report.

Appendix to Quarterly Report of Informal Service Complaints

3rd Quarter 2021 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	2	1	0	0	1	0	0	0
Passenger Bus Issue	2	1	1	0	0	0	0	0
Household Goods Moving Issue	33	10	7	3	8	5	0	0
Information-Economic Data	6	4	1	1	0	0	0	0
Information-Non Economic Request	56	21	7	9	5	12	2	0
Motor Carriers (Trucking) Issue	4	1	1	2	0	0	0	0
Pipeline Issue	1	0	1	0	0	0	0	0
Railroad Commercial or Billing Issue	1	0	1	0	0	0	0	0
Railroad Blocked Crossings	3	0	1	2	0	0	0	0
Railroad Demurrage Charges	3	0	1	2	0	0	0	0
Railroad Embargo	2	1	1	0	0	0	0	0
Railroad Environmental Issues	2	2	0	0	0	0	0	0
Railroad Interchange Issue	1	0	0	1	0	0	0	0
Railroad Intermodal Service	17	0	3	10	4	0	0	0
Railroad Labor Issues	2	0	0	0	1	1	0	0
Railroad Liability Issues	1	0	1	0	0	0	0	0
Railroad Maintenance Issue	2	0	0	1	1	0	0	0
Railroad Noise Issue	5	1	1	2	1	0	0	0
Railroad Operating Authority Issue	1	0	0	0	1	0	0	0
Railroad Preemption	4	1	2	1	0	0	0	0
Railroad Rate Levels/Increases	1	0	0	1	0	0	0	0
Railroad Service Issue	28	5	9	7	6	0	1	0
Railroad Side Track Agreement	1	0	1	0	0	0	0	0
Railroad Tariff Issue	2	0	0	1	0	1	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Rails to Trails	11	3	4	3	0	1	0	0
Real Estate Matter	5	1	1	0	3	0	0	0
STB Fees	3	0	0	0	1	2	0	0
STB Jurisdictional Question	12	5	1	3	3	0	0	0
STB Procedural Assistance	69	34	7	13	8	4	3	0
STB Recordations or Security Interests on Rail Cars	8	4	1	2	0	1	0	0
STB or ICC Records Assistance	59	14	24	13	8	0	0	0
STB Webpage/Downloading Assistance	2	0	0	1	0	1	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	6	3	0	0	2	0	1	0
Wrong Agency Calls	4	0	0	1	0	3	0	0
Total	359	112	77	79	53	31	7	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

3rd Quarter 2021 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	9
Aggregates	2
Automobile	1
Chemicals	9
Coal	6
Construction Materials	2
Household Goods	35
Industrial Products	7
Intermodal	12
Metals and Minerals	8
Not Specified by Shipper	7
Passenger	6
Other	4
N/A	251
Total	359

*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.