

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Third Quarter 2022

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 2022, 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>

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							<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> <p>By decision served on 4/13/2022, the Board granted, in part, BNSF's request to</p>

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							<p>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>
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</p>

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							two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.
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>

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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>
8/1/2017	Unreasonable practice and violation of statutory obligation to	Arkema Inc. v. Union Pacific Railroad Company	NOR 42153	Unspecified	Arkema Inc.	Union Pacific Railroad Company	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),

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	compensate car owners						<p>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>
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</p>

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							granted the motion to hold the proceeding in abeyance.
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 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.</p> <p>By decision served 11/2/2021, the Board granted the request to partially revoke the relevant commodity exemptions, denied the motion to dismiss, and set a procedural schedule.</p> <p>On 11/23/2021, Union Pacific filed to request the Board clarify or in the alternative reconsider its 11/2/2021</p>

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							<p>decision. A reply was filed on 12/9/2021.</p> <p>By decision served 2/25/2022, the Board granted, in part, a petition for clarification regarding the Board's 11/2/2021 decision.</p> <p>Sanimax filed its opening statement on 3/2/2022. UP filed a reply on 4/1/2022, and a motion to dismiss on 5/24/2022. On 6/13/2022, Sanimax filed a reply in opposition to the motion to dismiss. On 6/23/2022, UP further replied to Sanimax, and Sanimax responded on 6/29/2022.</p>
6/15/2022	Ex parte petition for emergency service order	Foster Poultry Farms v. Union Pacific Railroad Company	FD 36609	Midwest U.S. to California	Foster Poultry Farms	Union Pacific Railroad Company	<p>Ex parte petition filed 6/15/2022. Reply filed by UP 6/16/2022. Board order served 6/17/2022 directing UP to take certain actions concerning service to Foster Farms. Daily status updates provided by UP through 6/30/2022. Status update provided by Foster Farms on 6/28/2022. On 6/29/2022, Foster Farms filed a status update, asking the Board to continue to monitor the situation. By decision served 7/1/2022, the Board directed UP to continue to</p>

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							<p>provide specific service commitments, participate in weekly technical conferences with the Board, and to continue to file daily status reports until 7/17/2022. On 7/15/2022, Foster Farms requested that the Board extend the Board's 6/17/2022 emergency service order. By decision served 7/20/2022, the Board denied Foster Farm's request, but left the docket open for six months in the event that further action is necessary.</p>

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED

Third Quarter 2022

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 third quarter of 2022 (July 1, 2022 – September 30, 2022), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/23/2022	Railroad intermodal service	Midwest	Shipper requested assistance from RCPA with limits imposed by a railroad on containers that could be in-gated at a specific ramp, which were preventing the shipper from meeting demand for its products; RCPA facilitated and monitored discussions between the shipper and the railroad to explore options to accept additional units. [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
3/29/2022	Railroad sidetrack issue	West	Shipper contacted RCPA about a dispute with the railroad over safety and maintenance of a sidetrack leading to the shipper's facility; because of the dispute, the railroad halted service; RCPA is facilitating and monitoring the parties' negotiations, including the railroad's proposal to restore service. [Pending]	
4/20/2022	Railroad sidetrack agreement	West	Shipper sought assistance from RCPA in obtaining a railroad's approval of a sidetrack agreement required for rail service to commence; RCPA liaised with the railroad on the shipper's behalf to facilitate discussions for securing the agreement, including a proposal from the railroad to restore service. [Pending]	
5/25/2022	Railroad service issue	South	Potential shipper sought RCPA guidance on the refusal of a railroad to re-activate service; RCPA provided guidance on formal and informal pathways to resolve the issue, including a copy of an STB discontinuance decision relevant to the status of the line. [Closed]	
5/31/2022	Railroad service issue	South	Potential rail customer contacted RCPA for assistance with establishing rail service for a new business venture, related to portable unloading platforms; RCPA assisted the customer with its ongoing discussions and attended a meeting between the customer, the railroad and other stakeholders. [Closed]	
6/3/2022	Railroad service issue	West	Shipper sought assistance from RCPA to address a railroad's shortfall in transporting tendered shipments for export markets, causing a severe financial impact; RCPA discussed the issues with the shipper and facilitated negotiations between the parties; after several rounds, RCPA was able to achieve a modest increase in the shipper's volume, but the parties reached an impasse. [Closed]	

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6/8/2022	Railroad service issue	Northeast	Shipper requested RCPA assistance, relating to a railroad's delay in repairing a branch line needed to serve its facility; per the shipper's request, RCPA hosted a facilitation meeting between the parties to discuss the situation and potential avenues toward restoring service; RCPA followed up with both the shipper and the railroad; however, the dispute reached an impasse. [Closed]	
6/15/2022	Railroad rate levels	Midwest	Shipper sought RCPA assistance relating to a railroad's new tariff item, applying a line haul rate to empty cars that do not have a recent loaded move on the railroad; RCPA discussed the issue with the shipper and offered to engage informally with the railroad to review the new rate; the shipper did not request further RCPA assistance. [Closed]	
6/16/2022	Railroad interchange issue	Northeast	Shortline railroad sought RCPA assistance with interchange issues with a Class I railroad; RCPA discussed the issues with the shortline, including pathways for informal and formal relief; RCPA engaged directly with the Class I railroad, resulting in its commitment to increase the frequency of weekly interchanges. [Closed]	
6/24/2022	Railroad intermodal service	South	Shipper notified RCPA of multiple containers that a railroad had placed in storage upon arrival at an intermodal facility; the shipper reported that it was willing to pick up the containers, but the railroad would not release them and continued to assess storage charges; RCPA liaised with the railroad to facilitate release of the containers, but could not resolve the dispute over storage charges. [Closed]	

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6/24/2022	Railroad intermodal service	South	Shipper contacted RCPA for assistance with a container that a railroad had placed in storage; the shipper reported that it could pick up the container with a third-party chassis, but the railroad would not release it and continued to assess storage charges; RCPA contacted the railroad, which ultimately released the container, but would not address the storage charges. [Closed]	
6/27/2022	Railroad service issue	Northeast	Shipper contacted RCPA to discuss deteriorating service at several of its facilities; RCPA discussed pathways to provide informal assistance and is liaising with the railroad to facilitate improvements in service and communication. [Pending]	
6/29/2022	Railroad service issue	Midwest	Shipper contacted RCPA about difficulties obtaining switching service from a shortline railroad; RCPA conferred with the shipper on options to restore service and liaised with the shortline's representative on behalf of the shipper; subsequently, the parties engaged in direct discussions. [Closed]	
7/1/2022	Railroad service issue	Midwest	Shipper contacted RCPA to request assistance expediting pickup and forwarding of empty railcars to an offline location; RCPA contacted the railroad on the shipper's behalf to facilitate the railroad's movement of the cars and liaised with the shipper and the railroad until the cars were interchanged. [Closed]	
7/1/2022	Railroad intermodal service	Midwest	Shipper sought RCPA assistance to have numerous containers released from a railroad's intermodal facility; RCPA contacted the railroad, which advised that it would make the containers available and temporarily allow the shipper to use third-party chassis for pickup. [Closed]	

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7/5/2022	Railroad service issue	South	Shipper sought RCPA intervention to expedite movement of railcars containing raw materials in order to prevent a plant shutdown; RCPA liaised with the railroad, which expedited delivery of the cars to the shipper's shortline, last-mile carrier, thereby preventing a shutdown; RCPA remained in contact with the shipper until the cars were delivered. [Closed]	
7/6/2022	Railroad service issue	Midwest	Shipper contacted RCPA about poor railroad service and missed switches; RCPA discussed the situation with the shipper, including the Board's current, formal oversight of freight rail service; RCPA offered to contact the railroad on the shipper's behalf, but the shipper did not request further assistance. [Closed]	
7/6/2022	Railroad intermodal service	West	Intermodal terminal operator contacted RCPA about break-ins and theft from export containers in transit to its facility; RCPA discussed the circumstances with the terminal operator, and, at the request of the operator, brought the concerns to the railroad; however, the terminal operator did not seek further action. [Closed]	
7/7/2022	Railroad intermodal service	West	Shipper sought RCPA assistance to expedite the rail movement of a delayed container from a port to its destination; RCPA liaised with the terminal and the railroad to facilitate movement of the container on an outbound intermodal train to its destination. [Closed]	
7/8/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance to expedite critical railcars containing raw materials to avert a shutdown; RCPA contacted the railroad, which expedited the railcars to prevent shutdown of the facility. [Closed]	
7/11/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance addressing poor railroad service, including repeated missed switches, which had forced it to curtail production at its facility; RCPA liaised with the railroad, which implemented measures to increase operational consistency and improve communications with the shipper. [Closed]	

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7/11/2022	Railroad service issue	South	Shipper contacted RCPA for assistance with several missed switches, which put the shipper's plant at risk of shutdown; RCPA contacted the railroad to elevate the shipper's concerns and facilitate make-up switches; RCPA also liaised with the parties to identify and resolve a defect in the railroad's online car-billing platform, which was failing to recognize cars released at the facility. [Closed]	
7/12/2022	Railroad intermodal service	Northeast	Shipper requested assistance from RCPA in securing release of an intermodal container from a railroad's facility and a refund for costs incurred when the shipper received an erroneous notification of container availability; RCPA liaised with the railroad, which made the container available for pickup and refunded the shipper for the expenses it had incurred. [Closed]	
7/13/2022	Railroad service issue	West	Shipper contacted RCPA about two blocks of railcars that were significantly delayed in transit, creating the risk of a plant shutdown; RCPA contacted the railroad about the status of the cars, which were stranded on trains that had been staged on sidings; RCPA engaged with the railroad to emphasize the importance of the cars and facilitated their movement to destination. [Closed]	
7/13/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with railcars that were delayed at its serving yard and poor communications with a railroad; RCPA contacted the railroad to elevate the shipper's concerns; the railroad advised that it was actively working to resolve the problems and to establish direct communications with the shipper; RCPA relayed this information to the shipper. [Closed]	

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7/13/2022	Railroad service issue	Midwest	State rail commission contacted RCPA on behalf of a prospective rail shipper who expressed concern about excessive rates offered by the railroad; RCPA discussed the issues with the commission and liaised with the railroad's representative on the shipper's behalf; RCPA facilitated direct discussions between the shipper and the railroad related to establishing rail service. [Closed]	
7/14/2022	Railroad sidetrack agreement	Midwest	Shipper's representative contacted RCPA to request assistance with commercial issues related to a proposed sidetrack agreement; RCPA discussed the issues with the representative and offered direct assistance with the railroad; however, the representative did not request further RCPA help. [Closed]	
7/15/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance in addressing poor rail service and resulting depletion of critical inventory of public health products at its customer's facility; RCPA contacted the railroad, which provided make-up switches to remedy the immediate shortfall; RCPA monitored the status of additional inbound cars until the customer's inventory was stabilized. [Closed]	
7/18/2022	Railroad service issue	Midwest	Shipper contacted RCPA about a neighboring shipper's train that was blocking access to its facility, preventing the shipper from receiving inbound freight; the shipper had repeatedly requested that the railroad move the train; RCPA offered to liaise with the railroad, but in the interim, the railroad pulled the train. [Closed]	
7/18/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance in addressing multiple railroad switching failures; RCPA contacted the railroad, which provided make-up switches and outlined its efforts to improve service consistency. [Closed]	
7/18/2022	Railroad service issue	West	Shipper sought RCPA assistance to expedite two delayed inbound trains carrying critical raw materials; RCPA liaised with the railroad to elevate the urgency of delivering the trains; the railroad promptly delivered the trains and updated RCPA on their status. [Closed]	

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7/18/2022	Railroad intermodal service	Midwest	Shipper requested RCPA assistance working with a railroad to recover containers that had been misrouted; RCPA contacted the railroad, which recovered and rerouted the containers. [Closed]	
7/19/2022	Railroad service issue	Midwest	Shipper contacted RCPA to discuss service failures and delays involving two railroads; RCPA discussed current freight rail service challenges with the shipper, including the Board's formal oversight; however, the shipper did not request direct RCPA action. [Closed]	
7/19/2022	Railroad service issue	Midwest	Shipper's representative contacted RCPA about his client's efforts to interchange its traffic at a nearby location that would avoid a circuitous rail move; RCPA discussed potential formal and informal pathways for resolving the dispute; however, the representative declined to pursue the matter with RCPA. [Closed]	
7/19/2022	Railroad service issue	Midwest	Shipper sought RCPA intervention to expedite the movement of railcars containing critical public health commodities to prevent end-users from running out of products; RCPA liaised with the railroad to expedite delivery of inbound cars and to establish better direct communication between the railroad and the shipper. [Closed]	
7/19/2022	Railroad service issue	Midwest	Shipper requested RCPA assistance with a railcar that was delayed at interchange; RCPA contacted the receiving railroad to understand the status of the car; the railroad advised that the shipper needed to address the matter through customer service channels; RCPA advised the shipper, which contacted customer service. [Closed]	
7/19/2022	Railroad competition issue	Midwest	Shortline railroad contacted RCPA to discuss its potential access to another Class I railroad for purposes of interchanging its customers' traffic; RCPA discussed the situation with the shortline, including formal and informal pathways for seeking access to the second Class I railroad; however, the shortline did not seek further RCPA assistance. [Closed]	

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7/20/2022	Railroad service issue	South	Shipper contacted RCPA for assistance with insufficient weekly switching to its facility, which limited the number of cars the shipper could receive; RCPA liaised with the railroad, which reviewed its service performance to ensure that it was maxing out the number of cars delivered on each switch; the shipper subsequently advised RCPA that its car flow had improved. [Closed]	
7/20/2022	Railroad intermodal service	West	Shipper requested assistance from RCPA to secure release of a container from a rail intermodal facility; RCPA contacted the railroad, which expedited release of the container and waived associated storage fees. [Closed]	
7/22/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance to facilitate recovery of railcars that were misrouted and stranded at a station; RCPA contacted the railroad to ascertain the status of the cars and the timing for returning the cars to the original destination; RCPA liaised with the railroad and the shipper until the cars were delivered. [Closed]	
7/25/2022	Railroad service issue	West	Shipper requested RCPA assistance in addressing a delayed inbound train that the connecting railroad was not moving from its interchange point; RCPA contacted the railroad, which took steps to receive and move the train. [Closed]	
7/25/2022	Railroad service issue	South	Shipper's representative advised RCPA that a railroad had not placed multiple shipper-provided train sets back into service, despite the shipper's request; following discussions with RCPA, the railroad agreed to place one of the sets into service and subsequently, after further engagement, placed the additional set into service. [Closed]	

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7/25/2022	Railroad service issue	West	Shipper contacted RCPA about delays for its unit train shipments, which were preventing it from building inventory; RCPA liaised with the railroad about the status of the trains and the shipper's concerns; the railroad provided status information to RCPA, reflecting progress in moving the trains. [Closed]	
7/25/2022	Railroad intermodal service	Midwest	Shipper contacted RCPA about storage fees accruing on a container located at a rail terminal when the container was unavailable for pickup; RCPA discussed the situation with the railroad, but was unable to facilitate a reduction of the fees. [Closed]	
7/26/2022	Railroad service issue	West	Shipper contacted RCPA about deteriorating rail service impairing its ability to build inventory for its customers; RCPA liaised with the railroad about the service problems; the railroad advised that it was implementing measures to improve service; subsequently, the shipper reported that service had improved to acceptable levels. [Closed]	
7/26/2022	Railroad intermodal service	Midwest	Shipper contacted RCPA for assistance with storage fees accrued on containers that were stuck at a railroad's intermodal facility; RCPA liaised with the railroad on behalf of the shipper; however, the railroad declined to reduce or waive the fees and the shipper advised that it would pursue other avenues for seeking relief. [Closed]	
7/27/2022	Railroad service issue	South	Shipper sought RCPA assistance to address poor railroad service, including switching outside of the facility's normal service window; RCPA raised the issues with the railroad, which acknowledged inconsistency and referred to workforce shortages; the railroad committed to contacting the shipper directly to address the issues. [Closed]	

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7/27/2022	Railroad service issue	West	Shipper contacted RCPA for assistance with a railroad's delayed delivery of empty railcars; RCPA liaised with the railroad about the status of the railcars and anticipated delivery date; RCPA reached back out to the shipper, but the shipper did not pursue the matter further. [Closed]	
7/27/2022	Railroad intermodal service	West	Shipper requested RCPA assistance to secure release of a container from a railroad's terminal before storage charges began to accrue; RCPA contacted the railroad, which promptly released the container. [Closed]	
7/28/2022	Railroad intermodal service	Midwest	Shipper sought assistance from RCPA relating to containers that were held at a railroad's facility accruing storage charges; RCPA provided informal guidance on the circumstances, but the shipper did not seek direct RCPA engagement with the railroad. [Closed]	
8/1/2022	Railroad sidetrack agreement	West	Shipper contacted RCPA for assistance with restoring a switch to the shipper's facility, which had been mistakenly removed by the railroad; RCPA contacted the railroad on behalf of the shipper and facilitated direct discussions related to switch restoration. [Closed]	
8/2/2022	Railroad service issue	Midwest	Shipper contacted RCPA about deteriorating rail service at its facility; RCPA discussed pathways for informal assistance with the shipper; the shipper advised that it would work with the railroad to resolve the problems and contact RCPA if further assistance was needed. [Closed]	
8/2/2022	Railroad intermodal service	South	Freight forwarder contacted RCPA for assistance with securing release of intermodal containers from a rail terminal; RCPA liaised with the railroad for expedited release of the containers and advised the forwarder on the potential for reduction in storage fees. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/2/2022	Railroad service issue	South	Shipper contacted RCPA about poor rail service and problems with a railroad's online case management system; RCPA liaised with the railroad to facilitate improvements in service and discussed the problems in the online case management portal, which the railroad agreed to review. [Closed]	
8/2/2022	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with missed switches and delays in transferring inbound cars to its serving yard; RCPA contacted the railroad about the challenges and was advised that the railroad had set up a senior level meeting at the shipper's facility to resolve the deficiencies; the shipper did not seek further RCPA assistance. [Closed]	
8/3/2022	Railroad service issue	South	Shipper contacted RCPA concerning rail service delays and cars stalled in transit; RCPA discussed the problems with the railroad to facilitate service improvements; subsequently, the shipper advised that its rail service had improved. [Closed]	
8/3/2022	Railroad intermodal service	Midwest	Shipper requested assistance from RCPA to secure release of intermodal containers from a railroad's terminal; RCPA liaised with the railroad to expedite container release. [Closed]	
8/3/2022	Railroad intermodal service	Midwest	Shipper sought RCPA assistance with several stacked intermodal containers at a railroad's terminal; RCPA contacted the railroad about the status of the containers and was advised they would be released the next day. [Closed]	
8/3/2022	Railroad intermodal service	Midwest	Shipper contacted RCPA to discuss deteriorating intermodal rail service; RCPA advised the shipper about ongoing formal STB oversight of rail service issues and offered RCPA assistance; however, RCPA direct intervention was not requested. [Closed]	
8/4/2022	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with requesting switching service from a shortline railroad; RCPA contacted the railroad's representative to facilitate discussions between the parties about service. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/4/2022	Railroad service issue	West	Shipper contacted RCPA for assistance with receiving rail service at a newly acquired facility; RCPA discussed the issues with the shipper, including the railroad's reasons for declining service; RCPA liaised with the railroad on the shipper's behalf and conferred with the shipper on potential options to obtain service; however, the parties reached an impasse. [Closed]	
8/4/2022	Railroad service issue	West	Shipper contacted RCPA to discuss substantial rail delays and apparent limitations on the volumes that the railroad would move in certain lanes; however, the shipper did not seek direct RCPA intervention with the railroad. [Closed]	
8/5/2022	Railroad intermodal service	Midwest	Shipper requested assistance from RCPA with the release of a stacked intermodal container from a railroad's terminal; RCPA liaised with the railroad to expedite container release. [Closed]	
8/5/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance to expedite movement of railcars containing critical public health commodities in order to prevent end-users from running out of products; RCPA liaised with the railroad to expedite interchange of inbound cars and to establish better communication between the railroad and the shipper. [Closed]	
8/8/2022	Railroad intermodal service	Midwest	Shipper requested RCPA assistance with the release of a stacked intermodal container from a rail terminal and associated storage fees; RCPA liaised with the railroad to help secure release of the container. [Closed]	
8/8/2022	Railroad service issue	Midwest	Shipper contacted RCPA to discuss substantial decrease in rail service; RCPA offered to contact the railroad on behalf of the shipper; however, the shipper did not seek further assistance. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/8/2022	Railroad rate levels	South	Shipper contacted RCPA about a significant rate increase, following a shortline railroad becoming a line haul carrier in its route of movement; RCPA discussed the circumstances with the shipper and reached out to the connecting railroad which had increased its rate; however, the shipper decided not to pursue its request for assistance. [Closed]	
8/9/2022	Railroad service issue	South	Shipper contacted RCPA for assistance to expedite urgently needed railcars of animal feed to its customer's facility; RCPA contacted the railroad about the delayed cars and the potential for a supply outage; the railroad expedited the cars to destination to avoid an outage. [Closed]	
8/12/2022	Railroad service issue	Northeast	Shipper contacted RCPA to discuss ongoing rail service deficiencies; RCPA communicated with the railroad about the problems and is monitoring service on an ongoing basis. [Pending]	
8/12/2022	Railroad intermodal service	Midwest	Intermodal drayage companies contacted RCPA about ongoing challenges with their rail supply chain; RCPA advised the companies on possible informal and formal remedies and the STB's current oversight proceeding. [Closed]	
8/12/2022	Railroad service issue	Northeast	Shipper contacted RCPA for assistance with a delayed and misrouted railcar; RCPA liaised with the railroad about the railcar's location and kept the shipper updated until the car was restored to its route. [Closed]	
8/15/2022	Railroad intermodal service	South	Shipper contacted RCPA for assistance with the release of stacked intermodal containers; RCPA contacted the railroads to discuss pathways to expedite release and advised the shipper of the outcome of the communications. [Closed]	
8/16/2022	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with an urgent request for delivery of cars that were critical to public health; RCPA communicated the urgency to the railroad and helped secure prompt delivery. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/16/2022	Railroad intermodal service	Midwest	Shipper requested RCPA assistance with stacked intermodal containers that accrued storage fees; RCPA contacted the railroad to discuss the issue and established direct communications between the shipper and railroad. [Closed]	
8/17/2022	Railroad intermodal service	Midwest	Shipper contacted RCPA for assistance with delayed intermodal containers at a rail terminal and related storage fees; RCPA explained how it could provide assistance; however, the shipper did not request direct RCPA intervention. [Closed]	
8/18/2022	Railroad intermodal service	Midwest	Drayage company contacted RCPA about a railroad's limitation on chassis usage to pick up intermodal containers; RCPA discussed issues related to STB jurisdiction and offered to contact the railroad as needed. [Closed]	
8/19/2022	Railroad intermodal service	South	Shipper contacted RCPA for assistance with the status of a container located at rail terminal; RCPA liaised with the railroad, and set up direct contact between the shipper and the railroad. [Closed]	
8/19/2022	Railroad service issue	Northeast	Shipper's representative contacted RCPA to discuss frequent missed switches at the client's facility; RCPA discussed the issues, but the representative did not want direct RCPA intervention. [Closed]	
8/20/2022	Railroad service issue	South	Shipper contacted RCPA with an urgent request for service to prevent a plant shutdown; RCPA engaged with the railroad to ensure that the critical inbound railcars would be switched to the facility's delivering carrier to avoid the shutdown. [Closed]	
8/22/2022	Railroad service issue	Northeast	Shipper contacted RCPA about a railroad's failure to provide a long-awaited railcar to its customer's facility; RCPA offered to provide assistance; however, in the interim, the shipper advised that the railcar had been spotted, eliminating the need for RCPA involvement. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/22/2022	Railroad embargo issue	West	Shipper contacted RCPA about a railcar that was delayed due to a railroad's embargo; RCPA liaised with the railroad and facilitated the shipper's direct communication to resolve the issue. [Closed]	
8/22/2022	Railroad demurrage charges	West	Shipper contacted RCPA for assistance related to "car hire" fees that were being passed through to its account; RCPA discussed the distinction between car hire and demurrage with the shipper and offered to contact the railroad on the shipper's behalf; however, the shipper did not seek additional RCPA assistance. [Closed]	
8/22/2022	Railroad intermodal service	Midwest	Drayage company contacted RCPA about a railroad's use of off-site lots to store intermodal containers and insufficient location information; RCPA liaised with the railroad, which worked directly with the drayage company to address the off-site storage issues. [Closed]	
8/22/2022	Railroad intermodal service	Midwest	Drayage company contacted RCPA to discuss several issues of concern related to the rail intermodal supply chain; RCPA discussed current STB oversight of freight rail and formal and informal pathways to obtain assistance. [Closed]	
8/24/2022	Railroad service issue	Midwest	Shipper contacted RCPA to discuss inadequate railcar supply and options to use private railcars; RCPA discussed the issues with the shipper and provided follow-up materials, related to a formal STB proceeding; also, RCPA offered to contact the railroad, but the shipper did not want direct RCPA assistance. [Closed]	
8/25/2022	Railroad interchange issue	Northeast	Shortline railroad contacted RCPA for assistance with Class I interchange problems, including inconsistency and decreased frequency; RCPA discussed the issues with the Class I railroad and assisted the parties in establishing a mutually-acceptable schedule. [Closed]	
8/26/2022	Railroad interchange issue	West	Shipper contacted RCPA about a railroad's erroneous intermodal container-status notifications; RCPA offered to discuss the problems with the railroad; however, the shipper did not seek direct RCPA intervention. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/30/2022	Railroad service issue	Northeast	Shipper contacted RCPA for assistance with a railroad's significant and sudden reduction in weekly switches to its facility; RCPA contacted railroad to discuss the modification and the railroad assured the shipper that it would not reduce switches. [Closed]	
8/30/2022	Railroad service issue	South	Shipper contacted RCPA about numerous missed switches at its facility; RCPA liaised with the railroad which contacted the customer directly to put into place a more responsive service plan. [Closed]	
9/1/2022	Railroad intermodal service	South	Shipper sought RCPA assistance regarding several intermodal containers that Class I railroads had placed in storage upon arrival at destination facilities; RCPA liaised with the railroads to facilitate release of the containers. [Closed]	
9/2/2022	Railroad service issue	Northeast	Shipper sought RCPA assistance concerning a dispute with a railroad over private equipment that the shipper intended to use to transport its freight; after initially approving the equipment, the railroad advised the shipper that it would not authorize the equipment; RCPA is working to resolve the issues. [Pending]	
9/3/2022	Railroad service issue	West	Shipper contacted RCPA about a delay of an inbound unit feed train and the potential shutdown of its facility; RCPA offered to liaise with the railroad on behalf of the shipper; however, the shipper subsequently advised that the train was expected to arrive on time. [Closed]	
9/6/2022	Railroad intermodal service	Midwest	Shipper contacted RCPA about an intermodal container that was significantly delayed in transit; RCPA liaised with the railroad, which advised that the container was delayed due to congestion; subsequently, the railroad advised that the delay was due to bad order equipment; RCPA facilitated the container's interchange, after repairs were completed. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/7/2022	Railroad service issue	Northeast	Shipper's representative contacted RCPA to relay his client's concerns about service deterioration, including missed switches and poor communication; however, the representative's outreach was for informational purposes, not for direct RCPA assistance. [Closed]	
9/7/2022	Railroad service issue	South	Shipper sought RCPA assistance in establishing new rail service to its facility, including a switching arrangement between a shortline and a Class I railroad; RCPA contacted the Class I railroad on the shipper's behalf to facilitate its review of the proposal; RCPA is monitoring negotiations. [Pending]	
9/8/2022	Railroad service issue	South	Shipper contacted RCPA about repeated missed switches at its facility due to the train crew running out of hours; RCPA contacted the railroad to elevate the shipper's concerns and understand the cause of the service failures; the railroad investigated the problems and contacted the shipper directly to address the concerns. [Closed]	
9/9/2022	Railroad service issue	West	Government agency contacted RCPA about rail service shortfalls affecting a shipper's inventory of critical public health commodities; at the request of the agency, RCPA contacted the shipper to offer informal assistance; the shipper sought STB assistance expediting various critical cars to its facility; RCPA liaised with the railroad, which completed delivery of the requested cars. [Closed]	
9/9/2022	Railroad car supply	West	Shipper sought RCPA assistance with unfilled car orders that were preventing it from meeting customer demand and expressed concern over the railroad's car fleet; RCPA liaised with the railroad so that cars would be allocated to the shipper and to elevate the shipper's concerns over car resources; the railroad advised that cars were spotted three days later. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/9/2022	Railroad service issue	Northeast	Shipper contacted RCPA about several empty cars that were stuck in a railroad's yard and urgently needed to offload product from an arriving vessel; the shipper subsequently advised that the railroad had addressed the situation and further RCPA assistance was unnecessary. [Closed]	
9/12/2022	Railroad intermodal service	Midwest	Freight forwarder requested RCPA assistance with intermodal containers that were delayed at an interchange; RCPA liaised with the railroad to facilitate the containers' interchange to the destination carrier. [Closed]	
9/12/2022	Railroad service issue	South	Shipper contacted RCPA to discuss possible rail service disruptions arising from a potential strike and preemptive actions being taken by railroads; RCPA discussed the issues with the shipper; however, the shipper did not seek direct RCPA intervention. [Closed]	
9/12/2022	Railroad service issue	Midwest	Shipper's representative contacted RCPA about a railroad's missed switches, leading to a potential shutdown at the shipper's facility; RCPA liaised with the railroad to facilitate make-up switches and the delivery of critical cars, averting a shutdown. [Closed]	
9/12/2022	Railroad service issue	South	Shipper contacted RCPA to discuss possible rail service disruptions arising from a potential strike; RCPA discussed the issues with the shipper; however, the shipper did not seek direct RCPA intervention. [Closed]	
9/13/2022	Railroad service issue	West	Shipper contacted RCPA about delayed delivery of its unit train due to lack of coordination and communication between railroads at interchange; RCPA liaised with the receiving railroad to ensure that it would accept the inbound unit train and deliver it promptly to destination. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/14/2022	Railroad service issue	West	Shipper contacted RCPA about unit trains that were delayed in transit, and the potential for disruptions, related to a possible strike; RCPA liaised with the railroad to understand that status of the trains and convey the urgency of sustaining the shipper's product inventory. [Closed]	
9/15/2022	Railroad accessorial charges	West	Shipper requested assistance from RCPA with storage fees accrued on a container that was stacked at a terminal due to unavailability of chassis; RCPA liaised with the railroad to explore a reduction or waiver of the fees. [Pending]	
9/20/2022	Railroad intermodal service	West	Shipper requested assistance from RCPA with the release of a container that a railroad had stacked at a terminal due to chassis unavailability; RCPA liaised with the railroad about the container's status and options to secure its release. [Closed]	
9/20/2022	Railroad intermodal service	Midwest	Freight forwarder sought RCPA assistance with an export container that was delayed at a ramp and had not been loaded onto a train; RCPA conferred with the railroad and learned that the scheduled train had been annulled and that the container would move once there was full volume for a train. [Closed]	
9/20/2022	Railroad service issue	East	Shipper's representative advised RCPA about delays to inbound empty railcars that were needed at the shipper's facility to load product and unreliable switching service; however, the representative did not seek direct RCPA assistance with the railroad. [Closed]	
9/23/2022	Railroad intermodal service	East	Shipper contacted RCPA about an export intermodal container that was missing in transit; RCPA liaised with the railroad to ascertain whether the container was on its network; RCPA is waiting for further information. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/26/2022	Railroad service issue	West	Shipper contacted RCPA about a railroad's embargo of its facility, which would constrain its inbound supply chain despite the availability of permits; the shipper attempted to resolve the issue directly but then sought RCPA assistance. [Pending]	
9/26/2022	Railroad demurrage issue	Midwest	Shipper contacted RCPA about a railroad's announcement of an increase in demurrage charges, which would likely impact the shipper; the shipper wanted to inform RCPA of the increase as background so that RCPA was aware of, and could seek an explanation from the railroad; RCPA discussed the increase with the railroad to better understand the rationale. [Closed]	
9/26/2022	Railroad service issue	South	Shipper contacted RCPA to discuss its concern about a railroad's ability to deliver critical shipments in advance of Hurricane Ian; RCPA discussed the issues with the shipper, but, at the shipper's request, did not contact the railroad. [Closed]	
9/27/2022	Railroad intermodal service	Midwest	Shipper requested assistance from RCPA to expedite movement of a container that had been delayed for approximately three weeks on a train parked on a siding; RCPA contacted the railroad to discuss the situation. [Pending]	
9/27/2022	Railroad intermodal service	Midwest	Shipper sought RCPA assistance to obtain the release of a container that had been stacked at a railroad's terminal and was not being made available; RCPA reached out to the railroad to explore options to secure release of the container. [Pending]	
9/27/2022	Railroad intermodal service	Midwest	Shipper requested RCPA assistance to secure the release of a container that had been stacked at a railroad's terminal and was not being made available; RCPA contacted the railroad to facilitate release of the container. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/28/2022	Railroad inter-carrier disputes	Midwest	Shortline railroad contacted RCPA for assistance in establishing an interchange arrangement with a Class I railroad; RCPA discussed the issues with the shortline and liaised with the Class I railroad to facilitate an agreement. [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 2022 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	7	1	1	2	1	1	1	0
Passenger Bus Issue	3	0	0	0	1	2	0	0
Household Goods Moving Issue	16	2	9	1	3	1	0	0
Information-Economic Data	5	0	1	1	1	1	1	0
Information-Non Economic Request	77	22	13	31	7	3	1	0
Motor Carriers (Trucking) Issue	7	2	1	2	0	0	2	0
Amtrak or Passenger Rail Issue	5	3	0	2	0	0	0	0
Railroad Blocked Crossings	6	1	1	3	1	0	0	0
Railroad Competition Issues	1	0	0	1	0	0	0	0
Railroad Demurrage Charges	3	0	0	2	1	0	0	0
Railroad Embargo	4	0	0	0	3	0	1	0
Railroad Environmental Issues	3	0	1	2	0	0	0	0
Railroad Freight Car Repair or Dispo	1	0	0	0	1	0	0	0
Railroad Inter-carrier disputes	2	0	0	2	0	0	0	0
Railroad Interchange Issue	2	1	0	1	0	0	0	0
Railroad Intermodal Service	36	2	3	23	8	0	0	0
Railroad Labor Issues	8	1	2	3	0	2	0	0
Railroad Miscellaneous Charges	1	1	0	0	0	0	0	0
Railroad Noise - Airhorn, Safety, etc	2	1	0	1	0	0	0	0
Railroad Operating Authority Issue	1	0	1	0	0	0	0	0
Railroad Preemption	2	0	1	1	0	0	0	0
Railroad Rate Levels/Increases	2	0	1	1	0	0	0	0
Railroad Service Issue	63	9	16	22	16	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Side Track Agreement	1	0	0	0	1	0	0	0
Railroad Tariff Issue	1	0	0	1	0	0	0	0
Rails to Trails	12	2	2	4	4	0	0	0
Real Estate Matter	4	1	1	2	0	0	0	0
STB Authority Question	10	3	1	5	1	0	0	0
STB Fees	1	1	0	0	0	0	0	0
STB Jurisdictional Question	8	3	2	3	0	0	0	0
STB Procedural Assistance	64	24	11	24	5	0	0	0
STB Recordations or Security Interests on Rail Cars	9	3	3	1	2	0	0	0
STB or ICC Records Assistance	50	10	13	17	8	1	1	0
STB Webpage/Downloading Assistance	5	0	1	1	2	0	1	0
Water Carrier Issue (Non-contiguous Domestic Trade)	5	2	0	0	2	1	0	0
Wrong Agency Calls	5	1	0	2	1	1	0	0
Total	432	96	85	161	69	13	8	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 2022 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	22
Aggregates	2
Automobile	1
Chemicals	16
Coal	7
Construction Materials	5
Forest Products	1
Hazardous Waste/Radioactive Waste	3
High/Wide Loads	1
Household Goods	19
Industrial Products	14
Intermodal	18
Metals and Minerals	7
Municipal Waste	3
Not Specified by Shipper	21
Passenger	9
Other	13
N/A	270
Total	432

*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.