

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

First 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 first 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>
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>

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							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>

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							<p>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 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.</p>

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED

First 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 first quarter of 2022 (January 1, 2022 – March 31, 2022), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/10/2021	Railroad service issue	South	Shipper and distributor contacted RCPA for assistance with missed switches and delayed inbound cars, which threatened production and supply capabilities; RCPA liaised with the railroad about the missed switches, resulting in expedited placement of critical cars; subsequently, RCPA monitored service to the facility. [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
12/14/2021	Railroad service issue	South	Shipper sought RCPA assistance to address subpar rail service at several of its facilities served by the same railroad; RCPA discussed the issues with the shipper and offered to set up a call with all parties; however, the shipper did not pursue the matter. [Closed]	
12/15/2021	Railroad intermodal service	South	Shipper requested assistance from RCPA to locate a container that was missing at a railroad's ramp, after an arrival notice; RCPA facilitated a close review of the container's status; the railroad was unsuccessful in tracing the container and the matter was forwarded to its claims department. [Closed]	
12/21/2021	Railroad service issue	South	Shipper sought guidance from RCPA on a railroad's cutbacks in switching service during the winter holidays; RCPA discussed the situation with the shipper, and offered to contact the railroad if necessary; the shipper subsequently advised that its service was adequate, and that assistance was not needed. [Closed]	
12/22/2021	Railroad service issue	West	Shipper notified RCPA of ongoing railroad service problems, and sought RCPA assistance expediting movement of a delayed railcar carrying a critical load; RCPA contacted the railroad which expedited movement of the car; the railroad also sent a customer team to meet with the shipper about service. [Closed]	
1/3/2022	Railroad service issue	South	Shipper contacted RCPA about service disruptions on a railroad's intermodal network and temporary closure of rail ramps; RCPA discussed the issues with the shipper, including the amount of advance notice of the closures; however, the shipper did not request that RCPA engage with the railroad. [Closed]	
1/5/2022	Railroad service issue	West	Shipper contacted RCPA about a railroad's reduction in switching service; however, the shipper did not pursue the issue with RCPA. [Closed]	
1/6/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with a loaded unit train that was delayed at origin after being released; RCPA liaised with the railroad to secure locomotives and expedite train departure. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
1/7/2022	Railroad service issue	South	Shipper contacted RCPA about inadequate rail service; RCPA conferred with the railroad, which then met with the shipper; subsequently, the shipper advised that its service had improved. [Closed]	
1/10/2022	Railroad demurrage charges	South	Shipper contacted RCPA for assistance with storage charges accrued on a linehaul railroad because its serving railroad was congested and could not accept inbound traffic; RCPA discussed the issues with the shipper and offered to liaise with the linehaul carrier; however, the shipper did not pursue additional RCPA assistance. [Closed]	
1/11/2022	Railroad service issue	West	Shipper contacted RCPA for assistance with railcars that were delayed at interchange; RCPA liaised with the railroads to ascertain the causes of the delays and to facilitate coordination and communication to ensure timely movement of the cars. [Closed]	
1/11/2022	Railroad service issue	South	Shipper contacted RCPA about missed switches and poor communication from its serving railroad; RCPA contacted the railroad about the service problems, resulting in more consistent switch execution. [Closed]	
1/13/2022	Railroad commercial issue	Northeast	Shipper contacted RCPA for assistance with commercial issues, relating to a railroad track lease agreement; RCPA discussed the issues with the shipper and liaised with the railroad about the viability and impact of the lease terms; subsequently, the shipper continued to engage in negotiations with the railroad and later advised RCPA that mutually-agreeable terms were reached. [Closed]	
1/13/2022	Railroad intermodal service	Midwest	Shipper's representative sought guidance on how it could obtain assistance for its client with an intermodal container that was stuck at a rail ramp; RCPA offered to contact the railroad on behalf of the shipper to facilitate release; however, the representative declined to pursue assistance from RCPA. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
1/13/2022	Railroad service issue	South	Shipper contacted RCPA about unreliable rail service and missed switches; RCPA engaged with the railroad to obtain make-up switches and improve overall switching consistency and communication; the railroad's service improved, as RCPA monitored service for several weeks. [Closed]	
1/17/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with an empty unit train that was delayed en route back to its origin; RCPA contacted the railroad in order to expedite the movement of the train to interchange. [Closed]	
1/17/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance addressing poor rail service and missed switches; RCPA contacted the railroad about the problems; the railroad provided make-up switches and improved the consistency of its performance. [Closed]	
1/18/2022	Railroad intermodal service	West	Shipper contacted RCPA about intermodal containers that were misrouted and delayed in transit; RCPA liaised with the railroad in order to have the containers moved to interchange and to correct the underlying operational issues. [Closed]	
1/18/2022	Railroad intermodal service	Midwest	Shipper sought RCPA assistance with containers that were stuck at a railroad's intermodal yard; RCPA liaised with the railroad, which expedited release of the containers. [Closed]	
1/18/2022	Railroad service issue	Northeast	Third-party logistics provider sought assistance on behalf of its client-shipper with delayed inbound cars needed for loading raw materials; RCPA liaised with the railroad about the delays and emphasized the urgency of spotting the cars; the railroad committed to providing the cars to the shipper. [Closed]	
1/19/2022	Railroad car supply	South	Shipper sought RCPA assistance with car orders that were repeatedly unfilled by the railroad and then expired at the end of the ordering window; RCPA contacted the railroad about the resulting extended duration of the unfilled orders, resulting in the promptly providing cars to fill the orders. [Closed]	

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1/19/2022	Railroad car supply	West	Shipper reached out to RCPA for assistance with chronic shortages in boxcar supply that were preventing it from providing its product to a specific market; RCPA arranged a conference call between the parties to discuss the challenges and the shipper's needs; the discussion resulted in a commitment from the railroad to increase the boxcars available to the shipper. [Closed]	
1/20/2022	Railroad service issue	South	Shipper contacted RCPA about delays in rail service which resulted in critically-depleted stocks of raw materials; RCPA discussed the service problems with the shipper and offered to engage directly with the railroad; however, after conferring internally, the shipper did not seek direct RCPA assistance. [Closed]	
1/20/2022	Railroad service issue	Midwest	Shipper reached out to RCPA for help with poor rail service including missed switches and delays in transit; RCPA liaised with the serving railroad to facilitate consistent switch performance and more consistent transit times for the shipper's traffic; RCPA also discussed formal pathways for the shipper to recover costs flowing from subpar performance. [Closed]	
1/20/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with a unit train that was delayed at origin, waiting for locomotive power; RCPA contacted the railroad about the delayed departure, resulting in the railroad supplying power to move the train. [Closed]	
1/26/2022	Railroad interchange issue	South	Shortline railroad contacted RCPA about problems with a Class I railroad accepting interchange of its trains; RCPA discussed the issues with the shortline and offered to engage with the Class I railroad; however, the shortline declined to pursue further assistance. [Closed]	
1/28/2022	Railroad service issue	Northeast	Shipper sought RCPA assistance with missed switches and delays on inbound traffic; RCPA contacted the railroad about the service problems, resulting in the railroad providing make-up switches to get current on the shipper's traffic. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
1/28/2022	Railroad service issue	Midwest	Shipper requested RCPA assistance in order to expedite critical inbound empty railcars to avoid a plant shutdown; RCPA liaised with the railroad to ascertain the status of inbound cars and expedite delivery; the railroad prioritized the cars and aligned operations to ensure delivery to prevent the plant from shutting down. [Closed]	
1/28/2022	Railroad service issue	Midwest	Shipper sought assistance from RCPA with empty cars that were needed to avert the shutdown of its plant; RCPA contacted the railroad to elevate the critical need of the cars; the railroad expedited movement of the cars and provided an unscheduled switch to avoid shutting down the plant. [Closed]	
2/1/2022	Railroad intermodal service	Midwest	Shipper contacted RCPA about several intermodal containers that were misrouted by the railroad; RCPA discussed the issues with the shipper; subsequently, the shipper advised RCPA that the railroad had drayed the containers to interchange and that RCPA intervention was not needed. [Closed]	
1/13/2022	Railroad commercial issue	Northeast	Shipper contacted RCPA for assistance with commercial matters, relating to a railroad track lease agreement; RCPA discussed the issues with the shipper and engaged with the railroad about the practicality and impact of the lease conditions; subsequently, the shipper continued private negotiations with the railroad and later advised RCPA that mutually-agreeable terms were reached. [Closed]	
2/2/2022	Railroad service issue	South	Shipper sought RCPA assistance relating to missed switches and an embargo imposed by the railroad due to congestion caused by the railroad's failures; RCPA contacted the railroad, which provided a make-up switch and lifted the embargo; the railroad also committed to better communication and closer coordination with the customer. [Closed]	

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2/2/2022	Railroad service issue	Northeast	Shipper contacted RCPA about poor railroad service and missed switches; RCPA liaised with the railroad, which stated that due to staffing constraints, service was unlikely to recover in the near-term; the railroad advised RCPA that customers should seek to arrange truck transportation to secure reliable service. [Closed]	
2/3/2022	Railroad intermodal service	South	Shipper contacted RCPA about demurrage owed to steamship lines because its containers were stuck at rail ramps; RCPA provided informal guidance to the shipper on pathways to dispute the charges; however, the shipper declined direct RCPA assistance. [Closed]	
2/4/2022	Railroad service issue	Northeast	Shipper trade association contacted RCPA about poor rail service affecting several members in the Northeast; RCPA discussed current freight rail challenges with the association and offered to raise the issues with the railroads; RCPA mentioned the association's concerns on monthly calls with the railroads and followed up with the association. [Closed]	
2/4/2022	Railroad service issue	West	Shipper trade association contacted RCPA about poor rail service affecting members in the West, resulting in product shortages to supply local markets; RCPA engaged with the relevant railroads to emphasize the critical need to deliver product to the region; the railroads focused on moving trains to the destinations, which restored inventories. [Closed]	
2/4/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with unreliable switching service resulting in critical inventory levels; RCPA discussed the service issues with the railroad to facilitate more reliable switches. [Closed]	
2/4/2022	Railroad service issue	South	Shipper contacted RCPA about poor railroad service and missed switches; RCPA provided informal guidance to the shipper on current challenges in the freight rail network and options for seeking assistance; however, the shipper did not want direct RCPA engagement with the railroads. [Closed]	

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2/9/2022	Railroad service issue	South	Shipper contacted RCPA about poor railroad service and missed switches; RCPA discussed the issues with the shipper and offered informal assistance; however, the shipper decided to pursue the matter without RCPA involvement. [Closed]	
2/11/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with a unit train that was delayed at origin, waiting for the railroad to provide locomotive power; RCPA contacted the railroad about the delayed departure, resulting in the railroad supplying power and moving the train. [Closed]	
2/12/2022	Railroad service issue	West	Shipper sought RCPA assistance with poor railroad service and missed switches; RCPA discussed the issues with the railroad, which acknowledged service mistakes and committed to better coordination and communication with the shipper. [Closed]	
2/14/2022	Railroad demurrage charges	South	Shipper sought assistance with railroad demurrage charges resulting primarily from missed switches and bunching; RCPA discussed the issues with the shipper; subsequently, the shipper informed RCPA that the railroad substantially reduced its demurrage charges. [Closed]	
2/15/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance in establishing new service from a shortline railroad; RCPA provided informal guidance to the shipper and facilitated communication between the shipper and the railroad. [Closed]	
2/15/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance with poor rail service and missed switches; RCPA contacted the railroad about the problems; the railroad provided make-up switches to become current on the shipper's inbound freight. [Closed]	
2/16/2022	Railroad service issue	West	Shipper contacted RCPA about missed switches and inadequate car supply provided by its serving railroad; RCPA discussed the issues with the shipper and offered informal assistance; however, the shipper did not request direct RCPA assistance. [Closed]	

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2/16/2022	Railroad service issue	South	Shipper sought assistance from RCPA to expedite critical cars that were delayed en route; RCPA liaised with the railroad to stress the urgency of the situation and facilitate movement of the cars; the railroad took steps to expedite the cars to interchange. [Closed]	
2/17/2022	Railroad service issue	Midwest	Shipper sought assistance from RCPA with empty cars that were needed to prevent a plant shutdown; RCPA contacted the railroad to elevate the critical need of the cars; the railroad expedited movement of the cars and provided an unscheduled switch to avoid a shutdown. [Closed]	
2/23/2022	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with inbound railcars that were misrouted and stranded at a rail yard; RCPA liaised with the railroad to secure movement of the cars and ascertain the cause of the misroute; the cars were moved to interchange and the railroad implemented measures to correct misrouting. [Closed]	
2/24/2022	Railroad service issue	Northeast	Shipper contacted RCPA about poor railroad service and missed switches; RCPA liaised with the railroad, which stated that it would make efforts to provide make-up switches to work through the backlog of the shipper's inbound cars. [Closed]	
2/25/2022	Railroad service issue	Midwest	Shipper trade association contacted RCPA to discuss ongoing service disruptions involving various railroads, which were affecting its members; RCPA discussed the concerns with the association and offered to assist individual shippers with specific challenges. [Closed]	
2/25/2022	Railroad service issue	Northeast	Shipper contacted RCPA for assistance with poor rail service, including delays in transit and missed switches; RCPA discussed the issues with the shipper and offered to liaise with the railroad; the railroad stated that it was suffering crew challenges but would attempt to address the shipper's immediate concerns; RCPA is monitoring the situation. [Pending]	

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2/25/2022	Railroad service issue	Northeast	Shipper's consultant contacted RCPA about critical cars delayed in transit that were risking a shutdown situation; RCPA discussed the issues and offered to engage with the railroad; however, the consultant declined direct RCPA assistance and subsequently told RCPA that the cars were delivered. [Closed]	
2/28/2022	Railroad service issue	Midwest	Shipper contacted RCPA about delayed deliveries, missed switches and its risk of a plant shutdown; RCPA contacted the railroad, which provided necessary switches to avoid a shutdown. [Closed]	
3/1/2022	Railroad service issue	West	Port facility contacted RCPA for assistance with restoring rail service, which was eliminated several years ago; RCPA discussed the port's efforts to restore service and liaised with the railroad, resulting in a meeting between the parties. [Pending]	
3/1/2022	Railroad service issue	Midwest	Shipper contacted RCPA about a railroad's prolonged inability to meet its needs for empty cars; RCPA discussed the issues with the shipper and liaised with the railroad to relay the shipper's concerns; the railroad explained constraints on its car supply, which RCPA, in turn, discussed with the shipper. [Closed]	
3/1/2022	Railroad service issue	South	Shipper sought RCPA assistance addressing missed switches and getting inbound cars delivered from the nearby serving yard; RCPA contacted the railroad, which investigated the circumstances and improved service. [Closed]	
3/3/2022	Railroad service issue	Northeast	Shipper contacted RCPA about a railroad's rate increases, which were higher than its historical price changes; RCPA contacted the shipper and offered informal assistance; however, the shipper did not pursue help from RCPA. [Closed]	

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3/6/2022	Railroad service issue; railroad demurrage charges	South	Shipper contacted RCPA about a railroad's pattern of providing switches outside of its usual service window, which impaired its ability to unload cars and result in demurrage charges; RCPA discussed the issues with the shipper and offered to liaise with the railroad; RCPA is working with the railroad to resolve the dispute. [Pending]	
3/7/2022	Railroad service issue	Midwest	Shipper sought assistance from RCPA service cancellations, disputes over track maintenance, and demurrage charges; RCPA discussed the issues with the shipper and offered to provide informal assistance; RCPA is seeking to arrange a meeting among the parties to facilitate resolution of the issues. [Pending]	
3/10/2022	Railroad service issue	Midwest	Shipper sought RCPA assistance to expedite inbound cars need to avert a plant shutdown; RCPA contacted the railroad about the shipper's critical situation; the railroad responded by expediting cars to the facility in order to prevent a shutdown. [Closed]	
3/11/2022	Railroad service issue	Midwest	Shipper requested RCPA assistance with a unit train that was delayed at origin, waiting for locomotive power; RCPA contacted the railroad about the delayed departure, resulting in the railroad supplying power and moving the train. [Closed]	
3/11/2022	Railroad service issue; railroad demurrage charges	Midwest	Shipper sought RCPA assistance with demurrage issues and disagreements over its weekly switching schedule; RCPA discussed the issues with the shipper and then liaised with the railroad to explore avenues to resolve the dispute; however, after several rounds of discussion, the parties remained at an impasse. [Closed]	
3/15/2022	Railroad intermodal service	West	Shipper contacted RCPA for assistance with several containers that were misrouted and then delayed in transit; RCPA conferred with the railroad, which advised that it would schedule an extra switch to move the containers to interchange. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/15/2022	Railroad intermodal service	South	Shipper contacted RCPA about a container that it believed was delayed at the railroad's ramp; RCPA contacted the railroad about the status of the container, which explained that it had not yet received the container; RCPA relayed this information to the shipper; subsequently, the container was made available for pickup. [Closed]	
3/17/2022	Railroad service issue	Midwest	Shipper trade association reached out to RCPA to discuss service disruptions affecting members moving product to locations in the West; RCPA discussed the concerns with the association and raised the issues with the relevant railroads to ascertain their operational outlook for the region. [Closed]	
3/18/2022	Railroad service issue	Midwest	Shipper requested RCPA assistance with a unit train that was delayed at origin, waiting for locomotive power; RCPA contacted the railroad about the extended delay, resulting in the railroad providing power and moving the train. [Closed]	
3/18/2022	Railroad service issue	West	Shipper requested RCPA assistance regarding missed switches and poor service, resulting in plant shutdowns; RCPA discussed the circumstances with the shipper, but per the shipper's request, has not contacted the railroad. [Closed]	
3/21/2022	Railroad service issue	Midwest	Shipper contacted RCPA about numerous loaded inbound cars that were delayed at a railroad's intermediate yard, resulting in supply shortages; RCPA discussed the issues with the shipper and liaised with the railroad to facilitate movement of the cars; RCPA is monitoring the situation as the railroad works to move the cars. [Pending]	
3/22/2022	Railroad service issue	South	Shipper contacted RCPA about several missed switches at two locations, which were disrupting production; RCPA liaised with the railroad to facilitate improved performance and to ascertain the causes of the service problems. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/22/2022	Railroad service issue	West	Shipper contacted RCPA about severe delays in rail service to its region, negatively affecting its ability to supply product to local markets and referred to similar problems for other local receivers; RCPA discussed the issues with the shipper and the outlook for restoration of reliable service; the shipper did not seek direct assistance from RCPA, but will provide updates on its service. [Closed]	
3/22/2022	Railroad service issue	Midwest	Shipper contacted RCPA about several missed switches that were creating risk of plant shutdown and an urgent need for critical cars; RCPA liaised with the railroad to emphasize the urgency of the situation; the railroad switched cars to the facility, which averted shutdown. [Closed]	
3/23/2022	Railroad intermodal service	Midwest	Shipper requested assistance from RCPA with limitations 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 discussed the issues with the railroad to explore options to accept additional units. [Pending]	
3/23/2022	Railroad service issue	West	Shipper contacted RCPA to discuss poor service performance from its two primary railroads; RCPA is seeking to follow up with the shipper to discuss the situation and explore options. [Pending]	
3/23/2022	Railroad service issue	Northeast	Shipper contacted RCPA about delays in switching that were creating an imminent shutdown situation and an urgent need for critical cars; RCPA liaised with the railroad to emphasize the urgency of the situation; the railroad provided an overnight switch, which reduced the number of shutdown hours. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/24/2022	Railroad service issue	West	Shipper contacted RCPA about protracted delays in rail service to its region, negatively affecting its ability to provide product to local customers and referred to similar problems for other receivers; RCPA discussed the issues with the shipper and the outlook for restoration of reliable service; the shipper did not seek direct assistance from RCPA, but will keep RCPA informed on its status. [Closed]	
3/24/2022	Railroad interchange issue	Midwest	Shipper sought informal guidance from RCPA on potential access to multiple Class I railroads via its shortline serving carrier; RCPA contacted the shipper and provided informal guidance on potential avenues to seek access to other rail carriers. [Closed]	
3/24/2022	Railroad intermodal service	West	Shipper contacted RCPA about intermodal containers that were stuck at a railroad's ramp and inaccessible due to a lack of chassis; RCPA offered to liaise with the railroad to explore ways to secure release of the containers. [Pending]	
3/29/2022	Railroad service issue	South	Shipper contacted RCPA for assistance with railcars that were delayed in transit due to missed interchanges between a Class I railroad and a shortline railroad; RCPA contacted the Class I railroad to expedite interchange of the cars and better understand the cause of the disruptions. [Closed]	
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 presently monitoring the parties' negotiations. [Pending]	
3/29/2022	Railroad service issue	Midwest	Shipper sought assistance from RCPA relating to railcar that were being delayed on the originating carrier, which were affecting plant production; RCPA liaised with the shipper about recent service challenges and offered to engage directly with the originating railroad. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
3/30/2022	Railroad service issue	Midwest	Shipper requested RCPA assistance with a loaded and released unit train that was delayed at origin waiting for locomotive power; RCPA contacted the railroad to ascertain the status of the train and expedite the deployment of locomotives; the railroad advised RCPA that power would be provided within 24 hours. [Closed]	

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

1st Quarter 2022 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	1	1	0	0	0	0	0	0
Canadian or Mexican Rail Regulatory Issue	1	1	0	0	0	0	0	0
Household Goods Moving Issue	55	6	19	6	19	5	0	0
Information-Economic Data	9	2	5	1	1	0	0	0
Information-Non Economic Request	69	22	17	15	11	3	1	0
Motor Carriers (Trucking) Issue	1	0	0	1	0	0	0	0
Railroad Commercial or Billing Issue	2	2	0	0	0	0	0	0
Railroad Blocked Crossings	11	0	5	5	1	0	0	0
Railroad Car Supply	2	0	0	1	1	0	0	0
Railroad Demurrage Charges	5	0	4	1	0	0	0	0
Railroad Denial of Rail Service	1	0	0	0	1	0	0	0
Railroad Environmental Issues	1	0	1	0	0	0	0	0
Railroad Interchange Issue	3	0	1	2	0	0	0	0
Railroad Intermodal Service	9	0	3	4	2	0	0	0
Railroad Labor Issues	3	0	0	0	3	0	0	0
Railroad Miscellaneous Charges	1	0	1	0	0	0	0	0
Railroad Noise - Airhorn, Safety, etc	7	2	3	1	1	0	0	0
Railroad Preemption	10	2	0	5	3	0	0	0
Railroad Rate Levels/Increases	2	1	0	1	0	0	0	0
Railroad Reciprocal Switching	1	1	0	0	0	0	0	0
Railroad Service Issue	61	10	14	28	9	0	0	0
Railroad Side Track Agreement	1	0	1	0	0	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Tariff Issue	1	0	1	0	0	0	0	0
Rails to Trails	17	2	3	9	3	0	0	0
Real Estate Matter	3	1	1	0	1	0	0	0
STB Authority Question	11	1	3	5	2	0	0	0
STB Fees	2	1	0	1	0	0	0	0
STB Jurisdictional Question	12	2	5	1	4	0	0	0
STB Procedural Assistance	105	43	21	22	18	1	0	0
STB Recordations or Security Interests on Rail Cars	20	3	4	10	2	1	0	0
STB or ICC Records Assistance	56	9	18	22	6	1	0	0
STB Webpage/Downloading Assistance	3	1	1	0	1	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	3	1	0	0	0	2	0	0
Wrong Agency Calls	8	1	2	3	2	0	0	0
Totals	497	115	133	144	91	13	1	0

U.S. Census Regions:

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

Appendix to Quarterly Report of Informal Service Complaints

1st Quarter 2022 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	28
Aggregates	1
Automobile	4
Chemicals	21
Coal	1
Construction Materials	3
Forest Products	3
Hazardous Waste/Radioactive Waste	1
High/Wide Loads	1
Household Goods	54
Industrial Products	9
Intermodal	4
Metals and Minerals	5
Municipal Waste	2
Not Specified by Shipper	7
Passenger	12
Other	5
Toxic By Inhalation	2
N/A	334
Total	497

*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.