

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Fourth Quarter 2021

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of formal service complaints received by the agency. *See* STB Reauthorization Act of 2015, Sec. 6(b), Pub. L. No. 114-110 (2015). During the fourth quarter of 2021, the following formal service-related complaints were pending:

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
2/27/2013	Application for terminal trackage rights	BNSF Railway Company—Terminal Trackage Rights—Kansas City Southern Railway and Union Pacific Railroad Company	FD 32760 (Sub-No. 46)	Louisiana	BNSF Railway Company	BNSF Railway Company, Union Pacific Railroad Company, Kansas City Southern Railway	<p>Decision granting BNSF’s application for terminal trackage rights served on 7/5/2016.</p> <p>Appeal filed with the U.S. Court of Appeals for the District of Columbia Circuit on 9/1/2016. Appeal ordered to be held in abeyance by the D.C. Circuit on 1/3/2017 to allow parties to reach agreement regarding certain terms and conditions.</p> <p>BNSF filed petition to establish conditions of use and compensation on 1/12/2018. KCS filed motion to dismiss petition on 2/1/2018. Additional pleadings by BNSF, UP, and KCS filed. Decision denying KCS motion to dismiss served on 5/1/2018.</p>

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							<p>UP and KCS filed replies to BNSF's petition on 6/25/2018 and BNSF and KCS filed rebuttals on 7/16/2018.</p> <p>The parties participated in Board-sponsored mediation in 2018. On 10/17/2018, the Board was informed that mediation was not successful.</p> <p>By decision served on 12/7/2018, the Board directed the parties to provide additional information. The parties submitted responses on 2/4/2019 and replies on 2/25/2019.</p> <p>KCS and UP filed a joint request for Board-sponsored mediation on 6/18/2019. BNSF filed a reply to the mediation request on 6/25/2019. By decision served on 7/3/2019, the Board directed the parties to engage in Board-sponsored mediation. On 11/29/2019, the mediators informed the Board that mediation was not successful.</p> <p>By decision served 2/21/2020, the Board established conditions of use. The decision also directed the</p>

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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>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							to submit further briefing on two issues of statutory interpretation and application, which were filed on 4/21/2021; replies to those were filed on 5/21/2021.
7/8/2019	Unreasonable practice and violation of statutory obligation to compensate car owners	Olin Corporation v. Union Pacific Railroad Company	NOR 42164	Unspecified	Olin Corporation	Union Pacific Railroad Company	<p>Complaint and motion to hold proceeding in abeyance filed on 7/8/2019. Answer, reply to motion for abeyance, and motion to dismiss received on 7/29/2019. Reply to the motion to dismiss received on 8/14/2019.</p> <p>By decision served on 9/30/2019, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.</p>
11/6/2020	Failure to provide adequate rail service; failure to provide adequate notice of change in common carrier service terms; unreasonable practice	Sanimax USA LLC v. Union Pacific Railroad Company	NOR 42171	South Saint Paul, Minnesota	Sanimax USA LLC	Union Pacific Railroad Company	<p>Complaint filed 11/6/2020. Answer and motion to dismiss filed 11/30/2020.</p> <p>Decision granting joint motion for stay until 2/16/2021 to allow for settlement negotiations served 12/18/2020.</p> <p>Decision granting motion for an extension until 2/16/2021 to reply to motion to dismiss served 12/18/2020. Reply to the motion to dismiss and request for partial revocation</p>

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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>
7/30/2021	Unlawful embargo; unreasonable charges;	A.F. Gelhar Company, Inc. & Grede Holdings, LLC v. C & NC Railroad Company	NOR 42172	New Castle, Indiana	A.F. Gelhar Company & Grede Holdings, LLC	C & NC Railroad Company.	<p>Complaint filed 7/30/2021. Answer filed 8/13/2021. By decision served 8/9/2021, the Board directed the complainants to provide additional information, which complainants responded to on 8/13/2021.</p> <p>By decision served 9/24/2021, the Board denied as moot an application for emergency service order and a petition for temporary injunctive relief, and directed the parties to propose a procedural schedule.</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>On 9/29/2021, complainants filed a motion for voluntary dismissal of their complaint without prejudice. On 10/25/2021, the Board granted that motion.</p>

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED

Fourth Quarter 2021

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of informal service complaints received by the agency. *See* STB Reauthorization Act of 2015, Sec. 6(b), Pub. L. No: 114-110 (2015). During the fourth quarter of 2021 (October 1, 2021 – December 31, 2021), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
8/27/2021	Railroad service issue	South	Shipper contacted RCPA about poor rail service, missed switches and demurrage charges at its facility; RCPA discussed the issues with the shipper and liaised with the railroad on the shipper's behalf; the railroad agreed to review the demurrage charges, but did not offer a plan for service improvements; RCPA offered further assistance but the shipper did not seek further help. [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
9/13/2021	Railroad service issue	West	Shipper sought RCPA assistance in addressing poor rail service and unfulfilled car orders at its facility; RCPA contacted the railroad to discuss the situation and hosted a conference call between the parties to explore potential solutions; RCPA monitored rail service for several weeks after the call, which improved significantly. [Closed]	
9/14/2021	Railroad service issue	South	Shipper contacted RCPA for assistance related to missed switches at its facility; RCPA liaised with the shipper and contacted the railroad to discuss the situation; however, the shipper did not seek further assistance. [Closed]	
9/17/2021	Railroad commercial issue	South	Shipper contacted RCPA for assistance with a charge assessed by a railroad when its leased cars were returned earlier to the lessor and subsequently sent to be scrapped; RCPA discussed the issue with the shipper and liaised with the railroad to review the charges; however, the railroad was unwilling to waive the charges. [Closed]	
9/21/2021	Railroad service issue	Northeast	Shipper contacted RCPA about poor rail service, including missed switches, cars left at origin, and poor communication with the railroad; RCPA conferred with the shipper and liaised with the railroad about service issues; the railroad acknowledged service failures and referred to crew shortages; RCPA monitored service for signs of improvement. [Closed]	
9/27/2021	Railroad tariff issue	Midwest	Shipper contacted RCPA for assistance in interpreting a railroad's tariff, pertaining to charges for moving empty railcars; RCPA discussed the issue with the shipper, but the shipper did not seek direct RCPA engagement with the railroad. [Closed]	
9/27/2021	Railroad intermodal service	Midwest	Shipper sought assistance from RCPA in securing release of intermodal containers from a railroad's terminal; RCPA liaised with the railroad and secured release of two containers, but the shipper did not seek additional assistance on other containers. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/28/2021	Railroad commercial issue	South	Shipper contacted RCPA for assistance with negotiating a new sidetrack agreement, following an impasse with the railroad; RCPA liaised with the railroad to facilitate further discussions; the railroad advised RCPA that it would resume negotiations. [Closed]	
10/1/2021	Railroad service issue	South	Shipper requested RCPA assistance because its inbound railcars were blocked by a train belonging to another railroad; RCPA contacted the railroad, which moved its train, allowing the cars to be delivered. [Closed]	
10/2/2021	Railroad service issue	South	Shipper's logistics representative informed RCPA of service challenges at its client's facility, arising from plan changes and poor service; however, the representative did not seek direct RCPA assistance with the railroad. [Closed]	
10/5/2021	Railroad service issue	Midwest	Shipper sought RCPA assistance in addressing poor railroad service at its facility; RCPA liaised with the railroad, which reached out to the shipper to address the situation; RCPA is monitoring service to the shipper. [Closed]	
10/6/2021	Railroad intermodal service	West	Shipper contacted RCPA about railroad rate increases and poor intermodal service; however, the shipper did not reply to subsequent contacts from RCPA. [Closed]	
10/7/2021	Railroad intermodal service	West	Shipper sought RCPA assistance in obtaining release of a container that was stacked at an intermodal facility, awaiting customer pickup; RCPA notified the railroad, which provided guidance to the shipper on expediting accessibility. [Closed]	
10/12/2021	Railroad intermodal service	West	Shipper sought RCPA assistance in obtaining release of a container that was stacked at an intermodal facility; RCPA contacted the railroad, resulting in the container being made available for pick-up. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
10/13/2021	Railroad service issue	Northeast	Shipper sought RCPA assistance to address various railroad service problems, including extended transit times, and failure to move equipment being held en route due to height restrictions; RCPA contacted the railroad to address these issues, and liaised with both parties to facilitate service to the shippers; the railroad and shipper are working together to resolve the issues. [Closed]	
10/20/2021	Railroad service issue	Midwest	Shipper contacted RCPA about reduced switching frequency, missed switches and associated demurrage charges at facility; RCPA contacted the railroad about the problems and relayed information to the shipper; the railroad advised that it was working to correct the service problems and reviewing the demurrage charges. [Closed]	
10/21/2021	Railroad service issue	South	Shipper sought RCPA assistance in addressing missed switches and poor railroad service; RCPA contacted the railroad, which worked with the shipper to improve communications and service. [Closed]	
10/21/2021	Railroad intermodal service	West	Shipper requested RCPA assistance in obtaining release of a container that was stacked at an intermodal facility; RCPA notified the railroad, which expedited release of the container. [Closed]	
10/26/2021	Railroad service issue	South	Shipper sought RCPA assistance with delays in transit and loaded railcars dwelling at intermediate yards; RCPA contact the railroad to elevate the shipper's concerns; the railroad expedited movement of several stranded cars and liaised with the shipper on service shortcomings; the shipper reported better fluidity to RCPA. [Closed]	
11/1/2021	Railroad service issue	Midwest	Shipper sought assistance from RCPA to address delays in unit train service to its facility; RCPA liaised with the railroad, which advised that it was aware of the shipper's needs and working to expedite trains to the shipper's facility; RCPA followed up with the shipper to ensure that its supply had stabilized. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/1/2021	Railroad intermodal service	West	Shipper requested assistance from RCPA to secure the release of multiple containers that were stacked at an intermodal facility; RCPA liaised with the railroad, which facilitated release of the containers. [Closed]	
11/5/2021	Railroad service issue	South	Shipper contacted RCPA about inconsistent local service and delays in transit; RCPA contacted the railroad, which advised that the problems were primarily caused by crew shortages, but did not offer a near term solution; RCPA liaised with the shipper, but the shipper did not request further action. [Closed]	
11/9/2021	Railroad intermodal service	Northeast	Shipper requested RCPA assistance to obtain the release of a container that was stacked at an intermodal facility; the shipper had received conflicting information about the status of the container and incurred storage fees; RCPA contacted the railroad, which assisted with the container's release and agreed to review the charges. [Closed]	
11/10/2021	Railroad service issue	Midwest	Shipper contacted RCPA to provide information about severe congestion at a specific location on a Class I railroad and its impact on service; however, the shipper did not ask that RCPA contact the railroad about the issue. [Closed]	
11/10/2021	Railroad service issue	Midwest	Third-party logistics manager contacted RCPA on behalf of its client/shipper to advise of poor railroad service; RCPA provided informal guidance, but the third-party logistics manager asked RCPA not to take further action. [Closed]	
11/11/2021	Railroad service issue; railroad demurrage charges	Midwest	Shipper sought RCPA guidance about demurrage charges assessed on railcars based on constructive placement, despite space being available at the shipper's facility; RCPA provided background advice to the shipper; however, the shipper did not seek direct assistance with the railroad. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/11/2021	Railroad intermodal service	West	Shipper sought guidance from RCPA on avenues to challenge railroad storage charges assessed on intermodal containers; RCPA provided informal guidance on potential formal pathways, including jurisdictional issues. [Closed]	
11/12/2021	Railroad service issue	Midwest	Shipper contacted RCPA about poor railroad service, affecting several of its facilities; RCPA discussed the issues with the shipper, including possible formal and informal pathways for assistance; however, the shipper advised that it would continue to work directly with the railroad to resolve the challenges. [Closed]	
11/15/2021	Railroad intermodal service	Midwest	Shipper requested assistance from RCPA to secure the release of several containers that were stacked at an intermodal facility; RCPA liaised with the railroad, which arranged for release of the containers. [Closed]	
11/15/2021	Railroad intermodal service	South	Stakeholder contacted RCPA to discuss concerns about the rail intermodal supply chain and impacts of poor service on shippers; RCPA provided informal guidance on current supply chain issues and informal and formal pathways for relief; the stakeholder offered to refer shippers to RCPA for assistance. [Closed]	
11/16/2021	Railroad intermodal service	Midwest	Drayage provider contacted RCPA about frequent maintenance issues with chassis supplied by a railroad; however, the provider did not seek direct RCPA assistance with the railroad. [Closed]	
11/17/2021	Railroad service issue	Midwest	Shipper trade association contacted RCPA regarding poor railroad service experienced by its members; RCPA advised the trade association to have its members contact RCPA directly. [Closed]	
11/17/2021	Railroad service issue	South	Shipper contacted RCPA to discuss poor railroad service and missed switches at its facility, including a narrowly-averted plant shutdown; however, the shipper did not seek direct RCPA intervention. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/17/2021	Railroad service issue	Northeast	Shipper sought RCPA assistance to expedite movement of a loaded train delayed at interchange; RCPA contacted the railroad, which advised that it was short on crews, but working to accept and move the train; RCPA liaised with the parties until the train was placed at the shipper's facility. [Closed]	
11/18/2021	Railroad service issue	South	Shipper sought RCPA assistance to expedite movement of a loaded unit train carrying corn feed; RCPA contacted the railroad, which advised that it was working to expedite the train; RCPA liaised with the parties until the train was placed at the shipper's facility. [Closed]	
11/22/2021	Railroad service issue	South	Shipper sought RCPA assistance with inadequate car supply to serve its manufacturing facility; RCPA liaised with the railroad, which acknowledged service issues but did not offer near-term solutions; RCPA conferred with the shipper to discuss the issues; however, the shipper did not seek additional help. [Closed]	
11/22/2021	Railroad service issue	Midwest	Shipper requested assistance from RCPA with service problems, primarily missed switches; RCPA liaised with the shipper about persistent service problems and potential pathways for seeking relief. [Closed]	
11/29/2021	Railroad service issue	Northeast	Shipper contacted RCPA about delays incurred by unit trains; RCPA liaised with the railroad, which acknowledged service issues but did not offer near-term solutions; however, the shipper did not seek additional help. [Closed]	
11/29/2021	Railroad intermodal service	West	Shipper requested assistance from RCPA to obtain the release of a container that was stacked at an intermodal facility; RCPA contacted the railroad and facilitated release of the container. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/29/2021	Railroad service issue	Northeast	Shortline railroad contacted RCPA about missed interchanges with a Class I connecting railroad, leading to congestion and delays in transit; RCPA liaised with the Class I, which explained that the problems were related to congestion at a nearby yard and train length issues; RCPA relayed the information to the shortline, which did not seek further action. [Closed]	
12/1/2021	Railroad service issue	South	Shipper requested RCPA assistance in addressing poor local service and expediting placement of delayed railcars containing critical shipments; RCPA contacted the railroad, which expedited placement of the delayed railcars; the railroad monitored service to the shipper to ensure a steady supply of cars. [Closed]	
12/2/2021	Railroad service issue	Midwest	Shipper sought assistance from RCPA in working with a shortline to provide reliable service and timely interchange of its traffic; RCPA liaised with the railroad about the issues and potential solutions; RCPA relayed information to the shipper about service expectations, going forward, and offered to re-engage if needed. [Closed]	
12/2/2021	Railroad service issue	South	Shipper contacted RCPA about inconsistent local service, poor interchanges, and delayed shipments; RCPA conferred with the railroad, which took steps to address the issues. [Closed]	
12/7/2021	Railroad service issue	South	Shipper contacted RCPA about a unit train that was delayed for several days after its loaded release and significantly behind schedule; RCPA liaised with the railroad, which advised that it would prioritize the train; RCPA liaised with both parties until the train reached its destination. [Closed]	
12/7/2021	Railroad service issue	Midwest	Shipper contacted RCPA about delays in unit train service affecting different lines of business; the shipper wanted to better understand current service challenges; RCPA discussed the circumstances with the shipper, but the shipper did not request direct RCPA assistance with the railroad. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/9/2021	Railroad service issue	South	Shipper contacted RCPA about loaded railcars that were delayed at an intermediate yard before movement to its facility; RCPA liaised with the railroad to elevate the shipper's concerns and understand the cause of the delay; the railroad advised that plan changes were being made to mitigate delays and improve service. [Closed]	
12/9/2021	Railroad service issue	South	Shipper contacted RCPA about a unit train that was delayed in transit and significantly behind schedule, threatening its ability to supply customers; RCPA conferred with the railroad, which advised that it was expediting the train; RCPA liaised with both parties until the train reached its destination. [Closed]	
12/9/2021	Railroad intermodal service	Midwest	Shipper sought RCPA assistance for an intermodal container that was misrouted and delayed in transit by the originating railroad; RCPA contacted the railroad, which reviewed the status of the container to ensure that it would be promptly interchanged to the delivering railroad. [Closed]	
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; RCPA is continuing to monitor service to the facility. [Pending]	
12/13/2021	Railroad service issue	Midwest	Shipper contacted RCPA about severe problems with adequate car supply and ineffective customer service; RCPA reached out to the railroad to elevate the shipper's concerns and understand the scope of the shortfalls; the railroad will continue to work toward overall service improvements at the concerned facility [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/13/2021	Railroad service issue	South	Shipper contacted RCPA about deteriorating rail service, including missed switches, which resulted in a plant shutdown; RCPA engaged with the railroad on behalf of the shipper to secure urgently needed service; the shipper advised that the railroad provided necessary raw materials and met with its team to provide a service plan; RCPA is monitoring service and the shipper will re-engage if needed. [Closed]	
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 service issues with the shipper and is attempting to set up a call with all parties. [Pending]	
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 notification; RCPA contacted the railroad to request a close review of the container's status; the railroad is working on tracing the container. [Pending]	
12/17/2021	Railroad service issue	South	Shipper sought assistance from RCPA, relating to increased railcar dwell at an intermediate yard, which was disrupting its supply chain; RCPA reached out to the railroad to explore the issues, resulting in the cars being delivered to destination. [Closed]	
12/21/2021	Railroad intermodal service	Midwest	Shipper sought RCPA assistance for an intermodal container that was misrouted and delayed in transit by the originating railroad; RCPA contacted the railroad, which reviewed the status of the container to ensure that it would be promptly interchanged to the delivering railroad. [Closed]	
12/21/2021	Railroad service issue	South	Shipper sought guidance from RCPA regarding railroad's cutbacks in switching service during the winter holidays; RCPA discussed the situation with the shipper, and offered to contact the railroad to address the issue if necessary. [Pending]	

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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 for assistance. [Pending]	
12/22/2021	Railroad service issue	South	Shipper contacted RCPA about delays on inbound shipments of animal feed, resulting in critically low inventories; RCPA engaged with the railroad to elevate the shipper's concerns and expedite the railcars; the railroad promptly delivered the cars ahead of the original ETA. [Closed]	
12/29/2021	Railroad service issue	South	Shipper contacted RCPA about delays on inbound shipments of animal feed, resulting in critically low inventories; RCPA liaised with the railroad to elevate the shipper's concerns and expedite the railcars, resulting in the cars being received from interchange and delivered expeditiously. [Closed]	
12/29/2021	Railroad intermodal service	West	Shipper contacted RCPA to discuss chassis shortages at a specific port facility and to seek assistance with the release of a container that was stuck at a rail ramp; RCPA liaised with the railroad, which facilitated release of the container. [Closed]	
12/29/2021	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with a loaded unit train that was released at origin, but unable to move due to a lack of locomotive power; the shipper advised that further delay would cause the train to miss its interchange window; RCPA liaised with the railroad to secure power for the unit train, which allowed the train to depart and be interchanged on schedule. [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

4th Quarter 2021 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	3	2	0	0	1	0	0	0
Household Goods Moving Issue	39	8	15	2	10	4	0	0
Information-Economic Data	6	2	1	1	2	0	0	0
Information-Non Economic Request	43	16	8	4	8	7	0	0
Motor Carriers (Trucking) Issue	4	1	1	1	0	1	0	0
Pipeline Issue	1	0	1	0	0	0	0	0
Amtrak or Passenger Rail Issue	2	0	2	0	0	0	0	0
Railroad Blocked Crossings	5	1	1	3	0	0	0	0
Railroad Demurrage Charges	2	0	2	0	0	0	0	0
Railroad Interchange Issue	3	1	1	1	0	0	0	0
Railroad Intermodal Service	15	1	1	4	9	0	0	0
Railroad Labor Issues	2	1	1	0	0	0	0	0
Railroad Liability Issues	1	0	1	0	0	0	0	0
Railroad Maintenance Issue	2	0	1	1	0	0	0	0
Railroad Miscellaneous Charges	2	0	0	1	1	0	0	0
Railroad Noise - Airhorn, Safety, etc	4	1	1	2	0	0	0	0
Railroad Preemption	6	1	1	1	3	0	0	0
Railroad Service Issue	42	5	23	12	1	1	0	0
Rails to Trails	6	3	0	2	1	0	0	0
Real Estate Matter	9	1	2	4	2	0	0	0
STB Authority Question	4	0	2	0	1	1	0	0
STB Fees	1	0	0	0	0	0	1	0
STB Jurisdictional Question	10	2	5	2	1	0	0	0
STB Procedural Assistance	73	32	9	15	10	6	1	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
STB Recordations or Security Interests on Rail Cars	11	3	4	2	1	1	0	0
STB or ICC Records Assistance	55	7	21	13	13	1	0	0
STB Webpage/Downloading Assistance	4	2	0	1	1	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	2	1	0	0	1	0	0	0
Wrong Agency Calls	5	1	2	1	1	0	0	0
Totals	362	92	106	73	67	22	2	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

4th Quarter 2021 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	13
Chemicals	6
Coal	3
Construction Materials	9
Forest Products	1
Hazardous Waste/Radioactive Waste	4
Household Goods	39
Industrial Products	15
Intermodal	3
Metals and Minerals	4
Municipal Waste	2
Not Specified by Shipper	14
Passenger	5
Other	8
Toxic By Inhalation	1
N/A	235
Total	362

*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.