

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Fourth Quarter 2019

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 2019, 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> |
| 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 & Petrochemicals | Union Pacific Railroad Company | Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received on 1/26/2017. Decision consolidating NOR 42150, |

| Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|--------------------|--|---|------------|-------------------|--|--------------------------------|--|
| | | Railroad Company | | | 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>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> |
| 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> |

| Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|--------------------|--|---|------------|-------------------|--|--------------------------------|---|
| 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> |
| 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> |

| Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|--------------------|--|--|------------|--------------------|------------------|--------------------------------|---|
| | | | | | | | 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. |
| 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> |
| 8/20/2019 | Application for service under 49 U.S.C. § 11123(a) and investigation under 49 U.S.C. § 11701 | Hasa, Inc. v. Union Pacific Railroad Company | NOR 42165 | Saugus, California | Hasa, Inc. | Union Pacific Railroad Company | <p>Petition filed on 8/20/2019. Decision to temporarily restore and maintain rail service served on 8/21/2019. Reply received on 9/3/2019. Rebuttal received on 9/10/2019.</p> <p>By decision served on 9/18/2019, proceeding held in abeyance at the request of the parties while they negotiate.</p> <p>On 9/27/2019, joint status report and request to continue holding the proceeding in</p> |

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|--------------------|-------------------|-------|------------|-------------------|-------------|---------------------|---|
| | | | | | | | <p>abeyance and lift the Board's 8/21/2019 decision filed. By decision served on 10/3/2019, the Board modified its 8/21/2019 decision in accordance with the joint status report indicating that Hasa no longer needed continued five-day-per-week service.</p> <p>By decision served on 10/31/2019, the Board granted a joint motion to dismiss the proceeding as the parties reached a commercial settlement.</p> |

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED

Fourth Quarter 2019

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 2019 (October 1, 2019 – December 31, 2019), the STB received the following informal complaints¹:

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|----------------------------|--------------------------------|---|---|
| 6/26/2019 | Railroad demurrage issue | West | Shipper contacted RCPA about a railroad’s statement that it intended to take the shipper’s spur track out of service; after further discussion with the shipper, RCPA learned of an underlying demurrage dispute; RCPA offered to provide informal mediation, but the shipper ultimately declined to pursue this pathway. [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 |
|-------------------|------------------------------|--------------------------------|---|---|
| 8/7/2019 | Railroad service issue | South | Shipper sought RCPA assistance in responding to a reduction in switching at its facility; RCPA contacted the railroad to discuss the shipper's concern; the railroad advised RCPA that it would restore the number of weekly switches; however, the shipper expressed concern over the scheduling of restored switches and advised that it might request further assistance, if the need arose. [Closed] | |
| 8/23/2019 | Railroad accessorial charges | West | Shipper contacted RCPA about accessorial charges imposed by a railroad on moving empty cars to a rail yard operated by another railroad; RCPA liaised with the shipper to get a better understanding of the issues; RCPA facilitated communications between the parties to address the issues, including hosting a joint call; the parties eventually agreed to continue discussions independent of RCPA. [Closed] | |
| 9/6/2019 | Railroad service issue | Midwest | Chamber of commerce contacted RCPA to discuss rail service failures impacting a local business; RCPA liaised directly with the business to discuss service issues and provide guidance; the railroad communicated directly with shipper to address the matter. [Closed] | |
| 9/23/2019 | Railroad accessorial charges | Midwest | Shipper contacted RCPA about a railroad's imposition of an accessorial charge related to the last-mile move of empty private railcars that were interchanged with a line-haul railroad; RCPA reviewed additional information about the charge provided by the shipper, and offered informal guidance on addressing the charges with the railroad. [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|--|--------------------------------|---|---|
| 9/24/2019 | Railroad service issue | West | Shipper contacted RCPA about a railroad's reduction in its weekly switches and its efforts to mitigate demurrage and congestion by requesting special switches; the shipper requested guidance on seeking an increase in its weekly switches based on its numerous requests for special switches; RCPA conferred with the railroad about the reduction with the result that the railroad restored the historical number of switches per week. [Closed] | |
| 9/26/2019 | Railroad rate issue | West | Shipper contacted RCPA about a railroad's rate increases on its traffic in light of the STB's recent revenue adequacy determination; RCPA provided informal guidance to the shipper on the revenue adequacy determination and discussed potential commercial factors related to the rate increases; the shipper did not request that RCPA liaise with the railroad about the issue. [Closed] | |
| 10/8/2019 | Railroad service issue | Northeast | Shipper contacted RCPA regarding a railcar carrying time-sensitive materials that was delayed in transit; RCPA contacted the railroad, which expedited delivery of the railcar. [Closed] | |
| 10/8/2019 | Railroad service issue | South | Shipper contacted RCPA to express its concerns related to rail service disruptions and delays; however, the shipper did not request that RCPA intercede with the railroad. [Closed] | |
| 10/15/2019 | Railroad demurrage issue | Midwest | Shipper contacted RCPA with questions regarding the applicability of a railroad's demurrage charges and its rate structure; RCPA provided informal guidance to the shipper on commercial and legal issues. [Closed] | |
| 10/16/2019 | Railroad service issue; railroad demurrage issue; railroad miscellaneous charges | Midwest | Shipper contacted RCPA to discuss a railroad's service failures and associated demurrage charges, as well as proposed track maintenance charges; the shipper did not request that RCPA contact the railroad about these issues; RCPA provided informal guidance and referred the shipper to pending STB proceedings related to demurrage and accessorial charges. [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|----------------------------|--------------------------------|---|---|
| 10/16/2019 | Railroad demurrage issue | Midwest | Transload operator contacted RCPA about excessive demurrage charges and the railroad's inability to provide documentation in support of the charges; RCPA continues to liaise with the railroad and transload operator on these issues. [Pending] | |
| 10/16/2019 | Railroad service issue | South | Shipper contacted RCPA regarding a railcar carrying critical, time-sensitive materials, which was delayed in transit; RCPA contacted the railroad, which expedited delivery of the railcar. [Closed] | |
| 10/17/2019 | Railroad service issue | West | Shipper contacted RCPA about a railroad's reduction in its local service; RCPA liaised with the railroad, which agreed to a modified service schedule that the shipper found satisfactory. [Closed] | |
| 10/23/2019 | Railroad service issue | South | Shipper contacted RCPA to discuss recent rail service problems, including missed switches; however, the shipper did not ask RCPA to intercede with the railroad; RCPA provided informal guidance on addressing the issues with the railroad. [Closed] | |
| 10/23/2019 | Railroad demurrage issue | Midwest | Shipper contacted RCPA about increased demurrage charges, which the shipper believed were improper and/or unsubstantiated; RCPA offered informal guidance and referred the shipper to pending STB proceedings; however, per the shipper's request, RCPA did not contact the railroad. [Closed] | |
| 10/23/2019 | Railroad service issue | South | Shipper requested RCPA assistance to expedite delivery of delayed railcars; RCPA liaised with the shipper and the railroad to expedite delivery. [Closed] | |
| 10/24/2019 | Railroad service issue | Midwest | Shipper sought RCPA assistance with excessive delays at a railroad's intermodal terminal; RCPA liaised with the shipper and the railroad to expedite release of container traffic and to identify the cause(s) of delay. [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|----------------------------|--------------------------------|---|---|
| 10/24/2019 | Railroad service issue | West | Shipper sought RCPA guidance regarding remedies available in the event that its serving railroad were to cease operations or seek abandonment; RCPA provided informal guidance to the shipper on pathways to maintain service in these circumstances. [Closed] | |
| 10/24/2019 | Railroad service issue | Midwest | A shipper and a drayage motor carrier contacted RCPA about excessive delays at a railroad intermodal terminal; RCPA liaised with the railroad, which advised that the problem was temporary and was being addressed; RCPA relayed the information to the shipper and motor carrier. [Closed] | |
| 10/24/2019 | Railroad service issue | Midwest | Shipper contacted RCPA concerning excessive delays at a railroad intermodal terminal; RCPA consulted with the railroad and service improved. [Closed] | |
| 10/28/2019 | Railroad demurrage issue | Midwest | Shipper sought guidance from RCPA regarding disputed and poorly documented demurrage charges; RCPA liaised with the shipper and the railroad; the railroad agreed to review the charges. [Closed] | |
| 10/30/2019 | Railroad service issue | Midwest | Shipper contacted RCPA about a railcar that was delayed at interchange and its inability to obtain status information from the railroad; RCPA contacted the railroad, which expedited interchange to the destination carrier, and provided railroad contact information to the shipper. [Closed] | |
| 11/01/2019 | Railroad service issue | Northeast | Railcar owner sought assistance from RCPA related to a railroad's refusal to return leased equipment following termination of the lease; however, RCPA could not assist due to ongoing litigation between the parties. [Closed] | |
| 11/08/2019 | Railroad demurrage issue | Midwest | Shipper sought RCPA assistance related to excessive demurrage charges resulting from a railroad's failure to update the shipper's customer profile/information; RCPA contacted the railroad, which made requested updates, thereby eliminating disputed demurrage charges. [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|-----------------------------|--------------------------------|--|---|
| 11/12/2019 | Railroad service issue | Northeast | Shipper contacted RCPA to discuss options for preservation of rail service on a line that is the subject of ongoing abandonment proceedings; RCPA provided informal guidance to the shipper on pathways to maintain rail service. [Closed.] | |
| 11/12/2019 | Railroad leased track issue | West | Shipper contacted RCPA to request assistance in a dispute with a railroad over track space made available by the railroad to store railcars; RCPA is liaising with the railroad and the shipper to discuss possible solutions. [Pending] | |
| 11/15/2019 | Railroad rate issue | West | Shipper contacted RCPA about a railroad's refusal to quote unit train rates to a specific interchange; RCPA is liaising with the railroad and the shipper to facilitate a possible resolution. [Pending] | |
| 11/19/2019 | Railroad service issue | Midwest | An industry stakeholder contacted RCPA to provide information about current rail service issues; RCPA discussed the information with the stakeholder; however, the stakeholder did not ask RCPA to take any action. [Closed] | |
| 11/20/2019 | Railroad service issue | South | Shipper contacted RCPA about rail service disruptions and delays to its railcars; RCPA liaised with the railroad to address the issues. [Closed] | |
| 11/22/2019 | Railroad service issue | West | Shipper contacted RCPA about a railroad's refusal to allocate yard space to storage of railcars for the shipper; RCPA discussed regulatory and commercial issues with the shipper; however, per the shipper's request, RCPA did not contact the railroad. [Pending] | |
| 11/25/2019 | Railroad service issue | West | Shipper asked RCPA for informal guidance on a railroad's ability to reduce its number of weekly switches; RCPA provided informal guidance to the shipper on this question. [Closed] | |
| 11/29/2019 | Railroad service issue | South | Shipper notified RCPA of concerns related to rail service disruptions, but did not follow up after RCPA's request for additional information in order to assist the shipper. [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|----------------------------|--------------------------------|---|---|
| 12/05/2019 | Railroad service issue | Northeast | Consultant for a shipper contacted RCPA to discuss issues related to an anticipated railroad abandonment; RCPA provided informal guidance to the consultant on pathways to preserve rail service. [Closed] | |
| 12/09/2019 | Railroad service issue | Midwest | Shipper contacted RCPA about a railroad's cessation of service due to a hazardous winter operating condition; RCPA contacted the railroad about the issue, with the result that the railroad restored service following corrective measures. [Closed] | |
| 12/09/2019 | Railroad service issue | West | Shipper contacted RCPA regarding an anticipated railroad abandonment which would result in loss of service; RCPA reached out to the shipper to provide informal guidance. [Pending] | |
| 12/13/2019 | Railroad service issue | South | Shipper contacted RCPA about rail service problems, including inconsistent and/or missed switches; RCPA contacted the railroad, which stated that it would implement corrective actions. [Closed] | |
| 12/19/2019 | Railroad demurrage issue | West | Transload facility contacted RCPA to discuss significant demurrage liability to its serving railroad and the railroad's statements that it would cease service due to the debt; RCPA provided informal guidance to the transload facility on legal and commercial issues; the facility is considering its options, including informal RCPA assistance. [Pending] | |
| 12/20/2019 | Railroad service issue | South | Shipper contacted RCPA about delayed inbound railcars and unanswered inquiries to its serving railroad; at the shipper's request, RCPA contacted the railroad with the result that the cars were delivered in time to alleviate a disruption in production at the shipper's facility. [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 2019 Cases by Category/Region

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|---------------------------------------|-------------|-----------|-------|---------|------|---------------|
| Abandonment Records | 47 | 8 | 10 | 10 | 9 | 10 |
| Arrange Meeting | 4 | 1 | 0 | 0 | 0 | 3 |
| Bus Issue | 3 | 1 | 0 | 1 | 0 | 1 |
| Educational | 1 | 1 | 0 | 0 | 0 | 0 |
| Household Movers | 21 | 5 | 4 | 2 | 7 | 3 |
| Information-Economic Data | 4 | 1 | 1 | 0 | 1 | 1 |
| Information-Non Economic Request | 4 | 0 | 2 | 0 | 1 | 1 |
| Motor Carriers (trucks) | 9 | 1 | 2 | 2 | 2 | 1 |
| Non-Railroad Service Issue | 1 | 0 | 1 | 0 | 0 | 0 |
| Railroad Abandonment/Loss of Service | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Blocked Crossings | 9 | 0 | 1 | 4 | 1 | 3 |
| Railroad Common Carrier Obligation | 3 | 0 | 1 | 0 | 2 | 0 |
| Railroad Demurrage Charges | 11 | 0 | 1 | 5 | 3 | 2 |
| Railroad Embargo | 1 | 0 | 1 | 0 | 0 | 0 |
| Railroad Environmental Issues | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Financial Issue | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Freight Car Repair or Dispo | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Grade Crossing Issues | 4 | 1 | 1 | 2 | 0 | 0 |
| Railroad Hazardous Material Rules | 1 | 0 | 0 | 0 | 0 | 0 |
| Railroad Idling Engines/Parked Trains | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Inter-carrier disputes | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Intermodal Service | 2 | 0 | 0 | 2 | 0 | 0 |
| Railroad Labor Issues | 2 | 0 | 1 | 0 | 1 | 0 |
| Railroad Lease of track or equipment | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Liability Issues | 1 | 1 | 0 | 0 | 0 | 0 |
| Railroad Noise - Airhorn, Safety, etc | 2 | 0 | 0 | 2 | 0 | 0 |
| Railroad Operating Authority Issue | 1 | 0 | 0 | 1 | 0 | 0 |

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|---|-------------|-----------|-------|---------|------|---------------|
| Railroad Preemption | 3 | 0 | 2 | 1 | 0 | 0 |
| Railroad Rate Levels/Increases | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Reciprocal Switching | 2 | 1 | 0 | 0 | 0 | 1 |
| Railroad Service Issue | 24 | 2 | 9 | 4 | 6 | 3 |
| Railroad Tariff Issue | 1 | 0 | 0 | 1 | 0 | 0 |
| Rails to Trails | 10 | 0 | 1 | 3 | 5 | 1 |
| Real Estate Matter | 5 | 2 | 2 | 0 | 0 | 1 |
| STB Authority Question | 1 | 0 | 1 | 0 | 0 | 0 |
| STB Information | 50 | 8 | 13 | 6 | 2 | 19 |
| STB Jurisdictional Question | 9 | 2 | 2 | 3 | 1 | 1 |
| STB Oral Hearings | 1 | 0 | 1 | 0 | 0 | 0 |
| STB Procedural Assistance | 41 | 13 | 3 | 3 | 6 | 15 |
| STB Recordations or Security Interests on Rail Cars | 5 | 2 | 1 | 2 | 0 | 0 |
| STB Records Assistance | 20 | 3 | 9 | 4 | 3 | 1 |
| STB Webpage/Downloading Assistance | 4 | 1 | 1 | 2 | 0 | 0 |
| Water Carrier | 4 | 0 | 0 | 0 | 4 | 0 |
| Wrong Agency Calls | 5 | 1 | 0 | 0 | 0 | 4 |
| Other | 4 | 0 | 1 | 2 | 1 | 0 |
| Total | 323 | 59 | 72 | 62 | 57 | 73 |

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 2019 Cases per Commodity Group*

| Commodity Group | Number |
|-----------------------------------|--------|
| Aggregates | 1 |
| Agricultural Products | 22 |
| Automobile | 2 |
| Chemicals | 4 |
| Coal | 2 |
| Construction Debris | 2 |
| Empty Freight Cars | 1 |
| Hazardous Waste/Radioactive Waste | 1 |
| High/Wide Loads | 1 |
| Household Goods | 18 |
| Industrial Products | 10 |
| Intermodal | 2 |
| Metals and Minerals | 1 |
| Municipal Waste | 1 |
| Not Specified by Shipper | 3 |
| N/A | 250 |
| Other | 1 |
| Passenger | 6 |
| Total | 328 |

*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.