



Meeting of the Midwest Association of Rail Shippers

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Doral Eaglewood Resort

Itasca, Illinois

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Rail Consumer Assistance Program



Rail Consumer Assistance Program

- Facilitates informal solutions to disputes with RR's
- Brings issues to RR's attention rapidly
- Solves Problems without Litigation
- Promotes Rail Service Improvements
- 120 Rail Consumer complaints handled in 2004;
over 420 handled since program began in 2000



Rail Consumer Assistance Program: Common Inquiries

- Abandonment/Loss of Service
- Blocked Crossings
- Car Supply
- Competition Issues
- Community Issues
- Claims for Damages
- Demurrage
- Idling Engines/Parked Trains
- Inter-carrier disputes
- Labor issues
- Rates & Other Charges
- And many more..



Rail Consumer Assistance Program Contacts

Three ways to get help:

- Telephone call – **Toll Free (866) 254-1792**
- Written statement of problem

- **Email railconsumer@stb.dot.gov**

- **Fax (202) 565-9011**

- Web Form at

<http://www.stb.dot.gov/railconsumer.nsf/feedback?OpenForm>



Surface Transportation Board



Rail Consumer Assistance

First Name: *

Company:

Middle Name:

Position:

Last Name: *

Phone Number: *

Address: *

FAX Number:

Email Address: *

City: *

State: *

Zip Code: *

* Required fields

Issues:

- Abandonment/Loss of Service
- Blocked Crossings
- Car Supply
- Claims
- Competition Issues
- Demurrage
- Idling Engines/Parked Trains
- Inter-carrier disputes
- Labor Issues
- Other

Comments: