

**SURFACE TRANSPORTATION BOARD**  
**QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS**

First 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 first quarter of 2021, the following formal service-related complaints were pending:

<b>Complaint Received</b>	<b>Type of Complaint</b>	<b>Title</b>	<b>Docket No.</b>	<b>Geographic Region</b>	<b>Complainant</b>	<b>Carrier(s) Involved</b>	<b>Resolution/Status</b>
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.</p>
3/31/2015	Unreasonable tariff and practices	North American Freight Car Association v. Union Pacific Railroad Company	NOR 42144	Nationwide	North American Freight Car Association; American Fuel & Petrochemicals Manufacturers; The	Union Pacific Railroad Company	Motion to consolidate this proceeding with NOR 42150 and NOR 42152 received on 1/26/2017. Decision consolidating NOR 42150, NOR 42152, and NOR 42144

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					Chlorine Institute; The Fertilizer Institute; American Chemistry Council; Ethanol Products, LLC d/b/a Poet Ethanol Products; Poet Nutrition, Inc.; and Cargill Incorporated		<p>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.</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</p>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>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.</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 filed on 2/22/2019. Reply filed on 4/26/19. Rebuttal filed on 5/31/19.</p> <p>By decision served 3/22/2021, the Board directed the parties to submit further briefing on</p>

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							two issues of statutory interpretation and application.
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 to submit further briefing on two issues of statutory interpretation and application.</p>
7/8/2019	Unreasonable practice and violation of statutory obligation to compensate car owners	Olin Corporation v. Union Pacific Railroad Company	NOR 42164	Unspecified	Olin Corporation	Union Pacific Railroad Company	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

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							<p>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>
8/6/2020	Failure to provide notice of change in common carrier service term (i.e., reduction of service); failure to provide reasonably prompt delivery of shipments; failure to pay allowances for services provided by shipper to carrier; and unreasonably assessed demurrage and other charges	Kingsbury Elevator, Inc. v. Grand Trunk Western Railroad Company	NOR 42170	Kingsbury, Ind.	Kingsbury Elevator, Inc.	Grand Trunk Western Railroad Company	<p>Complaint filed 8/6/2020. Amended complaint filed 10/5/2020. Answer filed 10/26/2020.</p> <p>By decision served 11/9/2020, the Board directed Kingsbury to submit additional information, which Kingsbury filed the same day.</p> <p>By decision served 12/2/2020, the Board adopted a procedural schedule.</p> <p>Joint request for Board-sponsored mediation and abeyance filed 12/21/2020. By decision served 1/4/2021, the Board granted the joint request and ordered the proceeding to be held in abeyance pending the conclusion of mediation.</p> <p>By letter filed 2/12/2021, the parties notified the Board that mediation would not</p>

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							commence until on or after 4/1/2021.
11/6/2020	Failure to provide adequate rail service; failure to provide adequate notice of change in common carrier service terms; unreasonable practice	Sanimax USA LLC v. Union Pacific Railroad Company	NOR 42171	South Saint Paul, Minnesota	Sanimax USA LLC	Union Pacific Railroad Company	<p>Complaint filed 11/6/2020. Answer and motion to dismiss filed 11/30/2020.</p> <p>Decision granting joint motion for stay until 2/16/2021 to allow for settlement negotiations served 12/18/2020.</p> <p>Decision granting motion for an extension until 2/16/2021 to reply to motion to dismiss served 12/18/2020. Reply to the motion to dismiss and request for partial revocation of exemptions filed on 2/16/2021. Joint status report and proposed procedural schedule filed 2/16/2021. Reply to the request for partial revocation filed 3/8/2021.</p>

**SURFACE TRANSPORTATION BOARD**  
**QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED**

First 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 first quarter of 2021 (January 1, 2021 – March 31, 2021), the STB received the following informal complaints<sup>1</sup>:

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
7/21/2020	Railroad commercial issue	Midwest	Shipper contacted RCPA about a railroad’s required insurance coverage as a pre-condition to serving its facility, which carried an expensive annual premium; RCPA discussed the issues with the shipper, including commercial and operational circumstances; RCPA liaised with the railroad and shipper to facilitate discussion of the amount of coverage and commodities to be shipped; the parties continue to negotiate an agreement for rail service, going forward. <b>[Pending]</b>	

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<sup>1</sup> 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.

<sup>2</sup> Matters reported as “Pending” on the previous quarterly report are carried forward to the next quarterly report.

<sup>3</sup> **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.

<sup>4</sup> 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 <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
10/13/2020	Railroad service issue	West	Shipper sought STB assistance in addressing railroad-imposed storage fees resulting from delayed release of containers from the railroad's facility; RCPA contacted the railroad on behalf of the shipper to discuss the situation and assisted the shipper in pursuing reimbursement claims. <b>[Closed]</b>	
12/8/2020	Railroad demurrage issue	South	Shipper requested RCPA assistance with local service and demurrage issues, in particular credits for non-service days; RCPA discussed the issues with the shipper with reference to the STB's recent policy statement and past cases; however, the shipper did not request direct RCPA assistance with the railroad. <b>[Closed]</b>	
12/30/2020	Railroad service issue	West	Third-party logistics provider (3PL) contacted RCPA for assistance with two intermodal containers that were delayed in transit and overdue at destination; RCPA contacted the railroad to ascertain the status of the containers and expedite movement to destination, resulting in their prompt delivery. <b>[Closed]</b>	
1/4/2021	Railroad service issue	Northeast	3PL sought RCPA assistance in addressing poor rail service to its customer; RCPA facilitated discussions between the 3PL, its customer, and the railroad; the railroad identified and implemented steps for improving service. <b>[Closed]</b>	
1/4/2021	Railroad service issue	South	3PL sought RCPA assistance regarding delayed rail car deliveries to its customer; RCPA contacted the railroad about the service problems, resulting in more reliable and consistent service to the customer. <b>[Closed]</b>	
1/5/2021	Railroad service issue	Midwest	3PL sought RCPA assistance regarding a delayed intermodal shipment; RCPA conferred with the railroad about the status of the shipment; RCPA provided information to the 3PL on the likely time-frame for delivery and related rail congestion issues. <b>[Closed]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
1/12/2021	Railroad service issue	South	Shipper contacted RCPA regarding poor railroad service, including missed switches; RCPA liaised with the railroad which prioritized the shipper's subsequent switches to ensure delivery of rail cars; the railroad monitored service, going forward, to restore consistent service. <b>[Closed]</b>	
1/14/2021	Railroad service issue	Midwest	Shipper sought RCPA assistance about a potential rail service disruption arising from a railroad's lengthy bridge rehabilitation project and options for receiving service from another railroad; RCPA contacted the alternate railroad on the shipper's behalf and arranged for discussions between the shipper and the railroad. <b>[Pending]</b>	
1/19/2021	Railroad service issue	Northeast	Shipper contacted RCPA to seek assistance regarding delayed rail cars; RCPA contacted the railroad, which expedited delivery of the cars. <b>[Closed]</b>	
1/20/2021	Railroad service issue	South	3PL sought RCPA assistance in addressing poor service to its customer; RCPA contacted the railroad, which discussed the service concerns with the 3PL and customer. <b>[Pending]</b>	
1/22/2021	Railroad service issue; railroad demurrage issue	Midwest	Shipper contacted RCPA about a railroad's reduction in local service and associated demurrage charges; RCPA liaised with the railroad, which agreed to increase the number of switches and review the demurrage charges. <b>[Closed]</b>	
1/25/2021	Railroad service issue	South	Shipper sought RCPA assistance in addressing poor railroad service; RCPA liaised with the railroad, which took corrective measures to ensure consistent delivery of rail cars; RCPA monitored the shipper's service to ensure that the problems were resolved. <b>[Closed]</b>	
2/4/2021	Railroad service issue	South	Shipper contacted RCPA to express its concerns over deteriorating rail service, which was not supporting the shipper's increased production; RCPA discussed the issues with the shipper; however, the shipper did not want RCPA to engage with the railroad. <b>[Closed]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
2/4/2021	Railroad service issue	Midwest	Shipper requested RCPA assistance to address poor railroad service at its manufacturing facility; RCPA arranged a conference call with the railroad and the shipper to discuss the issues; the railroad recognized recent shortcomings and agreed to implement measures to improve service. <b>[Closed]</b>	
2/5/2021	Railroad service issue	Midwest	Industry stakeholder contacted RCPA to discuss concerns related to reductions in local service and missed switches; RCPA discussed the issues with the stakeholder and described informal assistance available through RCPA. <b>[Closed]</b>	
2/8/2021	Railroad service issue	Midwest	Shipper notified RCPA about a unit train that was delayed in transit; RCPA contacted the railroad to request expedited movement of the train; the railroad prioritized movement of the train to ensure prompt delivery to the shipper's facility. <b>[Closed]</b>	
2/10/2021	Railroad service issue	Northeast	3PL notified RCPA about delayed delivery of rail cars to its customer; the 3PL did not seek intervention by RCPA; subsequently, the 3PL informed RCPA that service had improved. <b>[Closed]</b>	
2/10/2021	Railroad service issue	South	3PL notified RCPA about delayed rail car deliveries to its customer, primarily from missed switches, and requested that RCPA discuss the issues directly with the customer; RCPA liaised with the customer to understand the scope and extent of recent service challenges; the customer did not want direct RCPA engagement with the railroad, but asked RCPA to monitor the status with the 3PL. <b>[Closed]</b>	
2/22/2021	Railroad service issue	West	Shipper sought RCPA assistance to expedite delivery of two severely delayed rail cars; RCPA contacted the railroad which took steps to expedite delivery. <b>[Closed]</b>	
2/26/2021	Railroad service issue	Midwest	3PL contacted RCPA about disruptions in rail service at its customer's facility; RCPA liaised with the railroad about the service issues; based on the discussion, the railroad implemented measures to improve ensure consistent and reliable service. <b>[Closed]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
3/3/2021	Railroad service issue	West	Shipper requested assistance from RCPA related to a railroad's planned service curtailments around major holidays, which would result in several days without local switching; RCPA contacted the railroad to discuss the service schedule. <b>[Pending]</b>	
3/5/2021	Railroad service issue	West	Shipper contacted RCPA for assistance with a rail car that was significantly delayed at an interchange between two railroads; RCPA contacted the railroads to expedite interchange and ensure prompt movement to the destination. <b>[Closed]</b>	
3/9/2021	Railroad service issue	West	Shipper contacted RCPA for assistance regarding containers that were delayed in transfer from vessel to rail at a port facility; RCPA conferred with the railroad, which provided contact information for port personnel; RCPA relayed the contact information to the shipper. <b>[Closed]</b>	
3/10/2021	Railroad service issue	Midwest	Shipper contacted RCPA about deteriorating rail service, including missed switches; RCPA liaised with the railroad to facilitate consistent delivery of inbound raw materials; RCPA monitored the railroad's service, going forward, to assist the shipper with any disruptions. <b>[Closed]</b>	
3/11/2021	Railroad service issue	West	Shipper requested RCPA assistance regarding delayed rail cars and poor rail service; RCPA contacted the railroad, which agreed to expedite delivery of delayed cars. <b>[Pending]</b>	
3/12/2021	Railroad service issue	South	Shipper contacted RCPA for assistance addressing railroad service challenges; RCPA reached out to the shipper to discuss the issues in greater detail; however, this shipper did not seek further assistance. <b>[Closed]</b>	
3/19/2021	Railroad service issue	South	3PL contacted RCPA for assistance with intermodal containers that were stuck at rail ramps or delayed in transit; RCPA conferred with the 3PL about the service disruptions and offered to liaise with the railroads. <b>[Pending]</b>	

Date <sup>2</sup>	Type of Informal Complaint	Geographic Region <sup>3</sup>	Resolution / Status	Complainant <sup>4</sup> <b>CONFIDENTIAL</b>
3/24/2021	Railroad service issue	Midwest	3PL requested RCPA assistance with intermodal containers that were stranded at a railroad's ramp; RCPA liaised with the railroad to understand the timing for release of the containers; the railroad stated that the containers were being made available and noted recent congestion issues. <b>[Closed]</b>	
3/29/2021	Railroad service issue	Northeast	Shipper contacted RCPA about congestion at its serving yard, which was disrupting local service and delaying inbound trains; RCPA conferred with the railroad to facilitate placement of delayed cars and to understand the cause of the disruptions; the railroad advised that the cars were being placed that day, and that it was implementing plan changes to improve fluidity. <b>[Closed]</b>	
3/30/2021	Railroad service issue	South	Shipper contacted RCPA for assistance with rail service challenges, including missed switches; RCPA liaised with the railroad to facilitate restoration of reliable and consistent service. <b>[Pending]</b>	
3/31/2021	Railroad service issue	South	Shipper contacted RCPA for assistance with rail service challenges, including missed switches and cars delayed in transit; RCPA liaised with the railroad to review the issues and facilitate restoration of consistent service. <b>[Pending]</b>	

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

### 1<sup>st</sup> Quarter 2021 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Meeting Request	2	1	0	1	0	0	0	0
Passenger Bus Issue	1	0	0	1	0	0	0	0
Household Goods Moving Issue	12	1	5	2	4	0	0	0
Information-Economic Data	5	0	3	2	0	0	0	0
Information-Non Economic Request	26	11	5	4	4	0	2	0
Pipeline Issue	1	0	0	0	0	1	0	0
Amtrak or Passenger Rail Issue	3	1	1	0	1	0	0	0
Railroad Commercial or Billing Issue	2	0	0	2	0	0	0	0
Railroad Blocked Crossings	15	1	2	11	1	0	0	0
Railroad Car Supply	1	0	1	0	0	0	0	0
Railroad Common Carrier Obligation	1	0	1	0	0	0	0	0
Railroad Competition Issues	1	1	0	0	0	0	0	0
Railroad Demurrage Charges	6	0	4	1	0	0	1	0
Railroad Environmental Issues	1	0	0	0	1	0	0	0
Railroad Interchange Issue	1	0	0	1	0	0	0	0
Railroad Intermodal Service	1	0	0	1	0	0	0	0
Railroad Labor Issues	1	0	1	0	0	0	0	0
Railroad Maintenance Issue	1	0	1	0	0	0	0	0
Railroad Noise (Horn, Safety, etc.)	10	5	2	2	1	0	0	0
Railroad Operating Authority Issue	1	0	1	0	0	0	0	0
Railroad Paper Barriers	1	1	0	0	0	0	0	0
Railroad Preemption	1	0	0	0	1	0	0	0
Railroad Rate Levels/Increases	2	0	0	0	2	0	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Railroad Reciprocal Switching	1	0	0	0	0	0	1	0
Railroad Service Issue	29	6	11	8	4	0	0	0
Railroad Side Track Agreement	2	0	0	2	0	0	0	0
Railroad Stored Freight Cars	1	0	0	0	1	0	0	0
Rails to Trails	13	4	5	0	4	0	0	0
Real Estate Matter	3	1	1	1	0	0	0	0
STB Authority Question	2	1	0	1	0	0	0	0
STB Fees	2	1	0	0	1	0	0	0
STB Jurisdictional Question	20	6	3	5	6	0	0	0
STB Procedural Assistance	80	35	11	15	19	0	0	0
STB Recordations or Security Interests on Rail Cars	13	3	1	5	4	0	0	0
STB or ICC Records Assistance	70	20	22	19	9	0	0	0
STB Webpage/Downloading Assistance	9	5	2	1	1	0	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	2	0	0	0	2	0	0	0
Wrong Agency Calls	3	1	1	0	1	0	0	0
<b>Total</b>	<b>346</b>	<b>105</b>	<b>84</b>	<b>85</b>	<b>67</b>	<b>1</b>	<b>4</b>	<b>0</b>

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

### 1<sup>st</sup> Quarter 2021 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	14
Aggregates	1
Automobile	1
Chemicals	4
Construction Materials	1
Empty Freight Cars	2
Forest Products	1
High/Wide Loads	1
Household Goods	11
Industrial Products	13
Intermodal	9
Metals and Minerals	1
Not Specified by Shipper	6
Passenger	17
Other	3
N/A	261
<b>Total</b>	<b>346</b>

\*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.