

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Fourth Quarter 2020

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 2020, 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>

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<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.</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 Chlorine Institute; The Fertilizer Institute; American Chemistry Council; Ethanol Products, LLC d/b/a Poet Ethanol Products;	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 served on 3/31/2017. Decision consolidating NOR 42153 with NOR 42150, NOR 42152, and NOR 42144 served on 10/5/2017.

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
					Poet Nutrition, Inc.; and Cargill Incorporated		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.
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	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. 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.
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	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

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							<p>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> <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
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 motion to dismiss received on 8/14/2019. By decision served on 9/30/2019, the Board denied the motion to dismiss and granted the motion to hold the proceeding in abeyance.
7/10/2020	Failure to provide notice of change in common carrier service term (i.e., reduction of service)	Bell Oil Terminal, Inc. v. BNSF Railway Company	NOR 42169	Chicago, Ill.	Bell Oil Terminal, Inc.	BNSF Railway Company	Complaint filed 7/10/2020; answer filed 8/3/2020. Motion to dismiss or discontinue filed 8/17/2020; reply filed 9/8/2020. By decision served 12/23/2020, the Board granted the motion to dismiss the complaint and dismissed the complaint without prejudice.
8/6/2020	Failure to provide notice of change in common carrier service term (i.e., reduction of service); failure to provide reasonably	Kingsbury Elevator, Inc. v. Grand Trunk Western Railroad Company	NOR 42170	Kingsbury, Ind.	Kingsbury Elevator, Inc.	Grand Trunk Western Railroad Company	Complaint filed 8/6/2020. Amended complaint filed 10/5/2020. Answer filed 10/26/2020. By decision served 11/9/2020, the Board directed Kingsbury to submit additional information, which Kingsbury filed the same day.

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
	prompt delivery of shipments; failure to pay allowances for services provided by shipper to carrier; and unreasonably assessed demurrage and other charges						By decision served 12/2/2020, the Board adopted a procedural schedule. Joint request for Board-sponsored mediation and abeyance filed 12/21/2020.
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	Complaint filed 11/6/2020. Answer and motion to dismiss filed 11/30/2020. Decision granting joint motion for stay until 2/16/2021 to allow for settlement negotiations served 12/18/2020. Decision granting motion for an extension until 2/16/2021 to reply to motion to dismiss served 12/18/2020.

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED

Fourth Quarter 2020

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 2020 (October 1, 2020 – December 31, 2020), the STB received the following informal complaints¹:

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
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 unaffordable 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 are continuing negotiations. [Pending]	

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
8/11/2020	Railroad service issue	Midwest	Shipper sought RCPA assistance regarding poor railroad service, including reduced switching frequency; RCPA discussed the issues with the shipper and facilitated communications between the railroad and the shipper; RCPA monitored the situation, but the shipper decided to explore other options for relief. [Closed]	
8/27/2020	Railroad service issue	Midwest	Shipper contacted RCPA about a railroad's plan to reduce switching frequency at its facility, which would impair the shipper's ability to serve customers; RCPA contacted the railroad to discuss the reasons for the reduction in service and the consequences for the shipper; RCPA liaised with the shipper, but the shipper did not seek additional assistance. [Closed]	
9/10/2020	Rail accessorial charges	West	Shipper's representative contacted RCPA concerning a railroad's new tariff item, which imposed new requirements for securing rail cars and imposed a fine for non-compliance; RCPA discussed the tariff item with the shipper's representative, including commercial and operational issues; on the representative's request, RCPA liaised with the railroad to understand the rule, and then discussed the issue with the representative. [Closed]	
9/11/2020	Railroad service issue	South	Shipper contacted RCPA for assistance with a railroad's plan to reduce train deliveries at the shipper's local serving yard, which would impair the shipper's ability to supply customers and create congestion for its switching railroad; RCPA discussed the issues with the shipper and contacted the line haul railroad about the service reduction; however, the shipper did not seek additional RCPA assistance. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/21/2020	Railroad rate levels	Northeast	Shipper contacted RCPA about a per-car surcharge being imposed by a short line, ostensibly to defray additional costs incurred by the railroad in serving the shipper's facility; RCPA conferred with the shipper and reviewed relevant documents; RCPA liaised with the railroad about the surcharge, and offered informal guidance to the shipper on possible actions before the STB. [Closed]	
9/22/2020	Railroad service issue	West	Shipper contacted RCPA for assistance with rail cars that were being held by a railroad, apparently due to an issue with the waybill; RCPA liaised with the shipper to provide assistance but was subsequently informed that the situation was resolved. [Closed]	
9/22/2020	Railroad service issue	South	Shipper contacted RCPA about several instances of rail cars being delayed in transit and missed switches; RCPA liaised with the shipper to fully understand the problems and contacted the railroad to discuss potential options for service improvement; the shipper subsequently informed RCPA of service improvements. [Closed]	
9/23/2020	Railroad service issue	South	Shipper requested RCPA assistance with delayed delivery of rail cars and missed switches; RCPA liaised with the railroad and discussed how to make up for the lost switches and improve service in the near term; the shipper subsequently advised that its service had improved. [Closed]	
9/24/2020	Railroad service issue	West	Shipper requested RCPA assistance with rail cars that could not be pulled from storage due to a railroad's track outage and embargo of the line; RCPA discussed informal options for assisting the shipper in pulling the cars from storage; RCPA liaised with the railroad and monitored the situation until operations were restored and the embargo was cancelled. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
9/29/2020	Railroad service issue	Midwest	Shipper requested RCPA assistance with rail cars that were stranded on a connecting railroad due to an embargo resulting from a public protest; RCPA liaised with the railroad to understand the status of the cars and the potential for re-routing them to a different interchange point; RCPA monitored the situation and provided updates to the shipper until the protest was disbanded. [Closed]	
10/6/2020	Railroad service issue	Midwest	Shipper requested STB assistance in addressing concerns about missed switches and rail cars delayed in transit; RCPA facilitated discussions between the railroad and the shipper; the shipper subsequently informed RCPA of improvements in overall service consistency and communication. [Closed]	
10/8/2020	Railroad service issue	West	Third-party logistics provider (3PL) sought assistance with release of intermodal shipping containers that were stuck at a rail ramp and related storage charges; RCPA liaised with the railroad about the 3PL's issues; subsequently, the 3PL informed RCPA that it was able to secure the release of the containers and a waiver of storage charges. [Closed]	
10/13/2020	Railroad service issue	South	Shipper contacted RCPA regarding poor local rail service and delayed shipments that resulted in plant shutdown; RCPA contacted the railroad, which resulted in delivery of the delayed rail cars. [Closed]	
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 is continuing to assist the shipper in seeking reimbursement. [Pending]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
10/21/2020	Railroad service issue	South	Shipper sought RCPA assistance with a cessation of rail service caused by a dispute between the line-haul and serving carrier; RCPA liaised with the parties to resolve the impasse and restore service; subsequently, RCPA was advised that service was restored pursuant to a new commercial agreement. [Closed]	
10/21/2020	Railroad service issue	South	Shipper sought RCPA assistance to address deficient local rail service, in particular, missed switches; RCPA discussed the situation with the shipper and provided informal guidance; RCPA offered to liaise with the railroad, but the shipper did not pursue further assistance. [Closed]	
10/27/2020	Railroad service issue	Midwest	Shipper contacted RCPA about poor rail service and two railcars that were delayed in transit; RCPA contacted the railroad about these issues, and the railroad delivered the delayed railcars. [Closed]	
10/27/2020	Railroad competition issue	West	Industrial park contacted RCPA about a railroad's denial of competitive access to a second railroad serving the location; RCPA reviewed relevant materials and precedent and discussed access issues with the park; RCPA liaised with the incumbent railroad to discuss its understanding of competitive access; subsequently, after further communications between the parties, the park informed RCPA that dual access had been recognized for that location. [Closed]	
10/28/2020	Railroad service issue	Northeast	Shipper sought RCPA assistance in expediting delivery of two delayed rail cars; RCPA contacted the railroad, which completed delivery. [Closed]	
11/3/2020	Railroad service issue	Midwest	Shipper sought RCPA assistance in expediting movement of a delayed empty unit train; RCPA liaised with the railroad, which focused resources on moving the train, resulting in the train being delivered for interchange to the destination carrier; RCPA monitored the progress of the train and provided updates to the shipper. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
11/3/2020	Railroad service issue	South	Shipper contacted RCPA about interchange problems between two railroads, which were resulting in delayed deliveries to its facility; RCPA contacted one of the railroads, which reviewed its communication processes and took steps to address the problem. [Closed]	
11/3/2020	Railroad service issue	West	Shipper contacted RCPA about rail service problems at three of its facilities, served by the same railroad, including delays in transit and missed and inconsistent local switching; RCPA liaised with the railroad about the respective service issues, resulting in its review of service and crew resources, and commitment of additional focus on the shipper's supply chain; RCPA then liaised with the shipper on the railroad's response. [Closed]	
11/3/2020	Railroad service issue	South	Shipper contacted RCPA about rail service to its facility, including poor local service and out of route moves for its traffic; RCPA liaised with the railroad to discuss the shipper's concerns; the railroad explained that the missed switches were due to a Covid-19 situation that was resolved and committed to meeting with the shipper to discuss a new service plan. [Closed]	
11/24/2020	Railroad service issue	South	Shipper contacted RCPA regarding poor rail service and associated delayed delivery of inbound raw materials; RCPA contacted the railroad about the situation; the railroad attributed the disruption to Covid-19 impacts, and advised RCPA that it was focusing on restoring fluid operations; the shipper subsequently advised that service had improved. [Closed]	
12/2/2020	Railroad service issue	South	Shipper requested RCPA assistance in expediting delivery of intermodal containers that the railroad would not release for pickup in a timely manner; RCPA contacted the railroad, which expedited release of the containers. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
12/3/2020	Railroad service issue	West	Shipper requested RCPA assistance to expedite delivery of a critical inbound railcar to prevent plant shutdown; RCPA liaised with the railroad to facilitate an extra switch being provided to avert the situation. [Closed]	
12/8/2020	Railroad demurrage issue	South	Shipper requested RCPA assistance with local service and demurrage issues, in particular, application of credits for non-service days; RCPA initially discussed the issues with the shipper, and then had a more in-depth discussion about the recent policy statement and past cases, as applied to the shipper's circumstances; the shipper did not request direct RCPA assistance with the railroad, but asked RCPA to remain available. [Pending]	
12/14/2020	Railroad service issue	South	Shipper sought RCPA assistance with deteriorating rail service and missed switches; RCPA contacted the railroad, which advised that it was taking steps to provide additional switches and to modify the service plan for the shipper. [Closed]	
12/17/2020	Railroad service issue	South	Shipper requested RCPA assistance with rail cars that were stuck at an interchange due to a dispute between the two railroads involved in the move; the shipper advised that further delay of the cars would lead to its plant shutdown; RCPA liaised with the railroad in possession of the cars to elevate the shipper's concerns and explore options for interchange; shortly thereafter, the railroad advised that the cars would be interchanged in the normal route of movement and the shipper confirmed the cars were moving to destination. [Closed]	
12/28/2020	Railroad service issue	South	Shipper's representative requested RCPA assistance with deteriorating rail service, primarily missed switches; RCPA liaised with the shipper's representative about the issues; RCPA offered to contact the railroad, but was subsequently advised that the situation was resolved. [Closed]	

Date ²	Type of Informal Complaint	Geographic Region ³	Resolution / Status	Complainant ⁴ CONFIDENTIAL
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. [Pending]	

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 2020 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	22	4	8	7	3	0
Acquisition and Operation Exemption	1	0	0	1	0	0
Bus Issue	1	1	0	0	0	0
Household Movers	10	1	5	1	2	1
Information-Economic Data	5	2	1	0	1	1
Information-Non Economic Request	5	0	0	0	3	2
Motor Carriers (trucks)	4	0	1	1	0	2
Pipeline	1	0	0	0	0	1
Railroad Amtrak/Passenger Issue	1	0	0	0	1	0
Railroad Blocked Crossings	4	0	1	3	0	0
Railroad Competition Issues	2	0	1	0	1	0
Railroad Demurrage Charges	2	1	0	0	0	1
Railroad Environmental Issues	1	1	0	0	0	0
Railroad Grade Crossing Issues	1	1	0	0	0	0
Railroad Idling Engines/Parked Trains	2	2	0	0	0	0
Railroad Intermodal Service	2	0	1	0	1	0
Railroad Labor Issues	1	0	0	1	0	0
Railroad Liability Issues	3	1	1	1	0	0
Railroad Maintenance Issue	1	1	0	0	0	0
Railroad Noise - Airhorn, Safety, etc	2	1	0	0	1	0
Railroad Operating Authority Issue	1	0	1	0	0	0
Railroad Preemption	6	2	2	0	2	0
Railroad Rate Levels/Increases	2	0	0	2	0	0
Railroad Service Issue	17	1	7	3	3	3
Railroad Stored Freight Cars	2	1	0	0	1	0
Railroad Tariff Issue	2	1	0	0	0	1
Rails to Trails	8	2	1	4	1	0

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
STB Authority Question	3	1	2	0	0	0
STB Information	24	2	10	5	2	5
STB Jurisdictional Question	4	2	1	0	0	1
STB Procedural Assistance	43	12	8	6	11	6
STB Recordations or Security Interests on Rail Cars	10	3	2	2	2	1
STB Records Assistance	17	3	2	4	4	4
STB Webpage/Downloading Assistance	14	4	3	0	5	2
Water Carrier	3	1	0	0	0	2
Wrong Agency Calls	4	0	1	0	2	1
Other	5	2	0	1	1	1
Total	236	53	59	42	47	35

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 2020 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	8
Aggregates	1
Chemicals	5
Construction Materials	1
Forest Products	3
Household Goods	10
Industrial Products	6
Intermodal	3
Municipal Waste	1
Not Specified by Shipper	7
N/A	179
Other	6
Passenger	7
Total	237

*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.