

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

Second 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 second 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>

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. 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

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

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

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

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
	services provided by shipper to carrier; and unreasonably assessed demurrage and other charges						<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 commence until on or after 4/1/2021.</p> <p>By decision served 5/14/2021, the Board granted Kingsbury's unopposed motion to dismiss its complaint following Board-sponsored mediation.</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>



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

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

Second 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 second quarter of 2021 (April 1, 2021 – June 30, 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 negotiated an agreement for rail service, going forward. <b>[Closed]</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>
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>[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; RCPA liaised with railroad and customer, which established ongoing communications regarding service concerns. <b>[Closed]</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>[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>[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; the 3PL advised that it did not want direct assistance from RCPA at this time, but rather to understand potential avenues for relief. <b>[Closed]</b>	
3/30/2021	Railroad service issue	South	Shipper contacted RCPA for assistance about rail service challenges, including missed switches; RCPA liaised with the railroad to facilitate restoration of reliable and consistent service; RCPA followed up with the shipper to monitor service and ensure that problems were resolved. <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>
3/31/2021	Railroad service issue	South	Shipper contacted RCPA for assistance about rail service challenges, including missed switches and cars delayed in transit; RCPA liaised with the railroad to review the challenges and facilitate restoration of consistent service; RCPA followed up with the shipper to monitor rail service and facilitate the movement of delayed cars. <b>[Closed]</b>	
4/6/2021	Railroad service issue	South	Shipper sought RCPA assistance in expediting rail shipments that were delayed en route; RCPA contacted the railroad to discuss the issues; the railroad expedited delivery of the cars to interchange and monitored the shipper's supply chain, until normal shipping fluidity was resumed. <b>[Closed]</b>	
4/6/2021	Railroad service issue; railroad interchange issue	Northeast	Class III carrier sought RCPA assistance in addressing ongoing service and interchange problems with a Class I carrier; RCPA notified the Class I carrier of the concerns; the Class I railroad reported that service subsequently improved. <b>[Closed]</b>	
4/9/2021	Railroad service issue	South	Shipper contacted RCPA about poor rail service; RCPA discussed formal and informal options for addressing the problems with the railroad; the shipper advised that it would seek to address the challenges through its trade association, in collaboration with other members. <b>[Closed]</b>	
4/13/2021	Railroad service issue	South	Shipper's logistics consulting firm contacted RCPA about extended transit delays and a potential shutdown, facing a customer; RCPA discussed the issues with the consulting firm; subsequently, the consulting firm advised that he would have direct discussions with the railroad. <b>[Closed]</b>	

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4/15/2012	Railroad service issue	South	Shipper sought RCPA assistance on behalf of its customer, which had been notified that its serving railroad would terminate operations over an interchange; RCPA contacted the railroad to discuss the issues, and the railroad advised that it would postpone its plans to halt service; subsequently, the shipper advised that three-way, private discussions would take place to review supply chain and interchange issues. <b>[Closed]</b>	
4/16/2021	Railroad service issue	Midwest	Shipper contacted RCPA about a unit train delayed en route; RCPA offered to engage with the railroad to address the situation; however, shortly thereafter, the shipper advised that the unit train had resumed its movement. <b>[Closed]</b>	
4/26/2021	Railroad intermodal service	West	Shipper sought RCPA assistance regarding an intermodal container that was stranded upon arrival at an rail ramp facility and associated storage fees; RCPA contacted the railroad, which expedited release of the container and agreed to discuss waiver of storage fees with the shipper. <b>[Closed]</b>	
4/30/2021	Railroad service issue; railroad demurrage issue	South	Shipper contacted RCPA for assistance in addressing poor railroad service and demurrage issues; RCPA discussed the concerns with the shipper and liaised with the railroad; the shipper advised RCPA that it would work directly with the railroad to resolve the issues. <b>[Closed]</b>	
5/3/2021	Railroad service issue	South	Shipper contacted RCPA regarding poor railroad service and extended transit times; RCPA liaised with the railroad, which worked directly with the shipper; the shipper subsequently advised that its service had improved. <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>
5/3/2021	Railroad service issue	West	3PL sought RCPA assistance on behalf of its client in addressing service issues; RCPA provided guidance to the client and liaised with the railroad to discuss the service issues and explore solutions; the client reported that some progress was made in pulling cars from its facility, but that it could not resolve issues related to rail infrastructure at its facility. <b>[Closed]</b>	
5/3/2021	Railroad service issue	South	Shipper sought RCPA assistance in addressing railroad service problems; RCPA contacted the railroad to discuss the issues, which resulted in more consistent service; however, the shipper subsequently reported deterioration and RCPA reached back out to the railroad. <b>[Pending]</b>	
5/4/2021	Railroad service issue	South	Shipper contacted RCPA about a proposed railroad discontinuance of service and loss of competitive options; RCPA discussed potential formal and informal options to preserve competitive options; however, the shipper did not want direct RCPA assistance, as discussions were ongoing. <b>[Closed]</b>	
5/5/2021	Railroad service issue	South	Shipper contacted RCPA regarding slower railroad transit times and increased costs incurred; RCPA conferred with the railroad, which contacted the shipper to discuss the situation. <b>[Closed]</b>	
5/7/2021	Railroad service issue	Northeast	Shipper sought RCPA assistance in connection with missed switches and potential inability to supply product to customers; RCPA contacted the railroad, which provided make-up switches to spot inbound cars and pull empties; the shipper reported that service consistency had improved. <b>[Closed]</b>	
5/7/2021	Railroad service issue	Northeast	Shippers' representative contacted RCPA about rail service declines involving several Class I railroads, affecting its clients; RCPA discussed the issues with the representative, including pathways for formal and informal assistance; RCPA has subsequently liaised with representative to keep abreast of the 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>
5/13/2021	Railroad intermodal service	Midwest	Shipper contacted RCPA about an intermodal shipping container that was delayed at an intermediate facility; RCPA notified the railroad, which subsequently advised that the container had resumed movement. <b>[Closed]</b>	
5/11/2021	Railroad service issue	South	Shipper sought RCPA assistance in addressing an interchange issue that resulted in delayed shipments; RCPA contacted the railroad on the shipper's behalf to expedite the movement of cars through interchange; RCPA monitored the progress of several shipments to ensure that the interchange was fluid. <b>[Closed]</b>	
5/17/2021	Railroad service issue	South	Shipper contacted RCPA about poor railroad service and missed switches; RCPA provided background information to the shipper and offered to engage with the railroad; however, the shipper did not pursue direct RCPA assistance with the railroad. <b>[Closed]</b>	
5/18/2021	Railroad service issue	South	Shipper contacted RCPA about service problems, including missed switches; RCPA liaised with the railroad to elevate the service problems and understand potential solutions; the shipper subsequently advised that its service had improved. <b>[Closed]</b>	
5/25/2021	Railroad intermodal service	West	Shipper contacted RCPA about an intermodal shipping container that was delayed in transit; RCPA notified the railroad, which subsequently advised that the container had resumed movement. <b>[Closed]</b>	
5/26/2021	Railroad service issue	Midwest	Shipper contacted RCPA about poor service and slower unit train cycle times; RCPA discussed the issues with the shipper, including the shipper's internal metrics on railroad performance; however, the shipper did not wish to pursue direct RCPA assistance with the railroad. <b>[Closed]</b>	
5/28/2021	Railroad service issue	South	3PL contacted RCPA about unreliable rail service to a customer's warehouse, including missed switches; RCPA contacted the railroad, which agreed to hold service discussions with the 3PL, resulting in improved 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>
5/28/2021	Railroad service issue	Northeast	Shipper contacted RCPA to discuss concerns about reduced levels of service and missed switches; RCPA contacted the railroad, which provided make-up switches and discussed options with the shipper to identify possible service changes and improvements. <b>[Closed]</b>	
6/2/2021	Railroad intermodal service	Midwest	Shipper sought RCPA assistance expediting release of an intermodal container delayed at a rail ramp facility following arrival; RCPA liaised with the railroad, which expedited release of the container. <b>[Closed]</b>	
6/3/2021	Railroad intermodal service	South	3PL contacted RCPA to discuss its general concerns about persistent delays at a specific rail intermodal facility; RCPA and the 3PL discussed the concerns and current supply chain circumstances; however, the 3PL did not seek direct RCPA assistance with the railroads. <b>[Closed]</b>	
6/7/2021	Railroad intermodal service	South	3PL contacted RCPA to express ongoing concerns about container delays at an intermodal facility; RCPA and the 3PL reviewed the issues and discussed potential formal and informal pathways for addressing the concerns, including seeking a waiver of storage fees. <b>[Closed]</b>	
6/8/2021	Railroad intermodal service	Midwest	Shipper advised RCPA of delays at various railroad intermodal facilities; per the shipper's request, RCPA contacted one of the railroads to request expedited movement of delayed containers. <b>[Pending]</b>	
6/10/2021	Railroad service issue	Northeast	Shipper sought RCPA assistance in addressing slower transit times and associated increased costs; RCPA contacted the railroad, which reached out to the shipper to address the shipper's concerns. <b>[Closed]</b>	
6/14/2021	Railroad intermodal service	Midwest	Shipper notified RCPA of a container that had been delayed at an intermodal facility for several weeks and associated storage charges; RCPA contacted the railroad to discuss expedited release of the container and the possibility of waiving the storage charges. <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>
6/14/2021	Railroad intermodal service	Midwest	Shipper contacted RCPA about an intermodal container that had been delayed at a rail-ramp facility; RCPA contacted the railroad, which said it would investigate the situation. <b>[Pending]</b>	
6/17/2021	Railroad service issue	South	Shipper contacted RCPA about missed switches and poor service, leading to a decline in product inventory; RCPA contacted the railroad about the service issues; the railroad provided make-up switches and is monitoring the shipper's status. <b>[Closed]</b>	
6/18/2021	Railroad service issue	South	Shipper contacted RCPA about missed switches, which were creating a risk of shutdown; RCPA contacted the railroad which provided make-up switches to bolster the shipper's inventory; RCPA is discussing the railroad's local service plan to explore options for more reliable service. <b>[Pending]</b>	
6/25/2021	Railroad service issue	South	3PL contacted RCPA about poor rail service at a customer's distribution centers; RCPA and the 3PL are discussing the situation and considering next steps, including outreach to the railroad. <b>[Pending]</b>	
6/28/2021	Railroad service issue	South	Shipper sought RCPA assistance regarding poor rail service; RCPA contacted the shipper to set up a conversation to discuss the shipper's concerns. <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

### 2<sup>nd</sup> Quarter 2021 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Household Goods Moving Issue	30	3	14	5	6	2	0	0
Information-Economic Data	11	2	4	2	2	0	1	0
Information-Non Economic Request	60	22	10	13	7	6	2	0
Motor Carriers (Trucking) Issue	7	1	3	1	1	1	0	0
Railroad Agricultural Contract Filing	1	0	0	1	0	0	0	0
Amtrak or Passenger Rail Issue	1	0	0	0	0	1	0	0
Railroad Blocked Crossings	13	1	3	8	1	0	0	0
Railroad Claims	3	0	1	1	1	0	0	0
Railroad Common Carrier Obligation	1	0	0	1	0	0	0	0
Railroad Environmental Issues	1	0	0	0	1	0	0	0
Railroad Interchange Issue	1	0	1	0	0	0	0	0
Railroad Intermodal Service	11	2	2	4	3	0	0	0
Railroad Labor Issues	4	0	1	0	2	1	0	0
Railroad Liability Issues	1	0	0	1	0	0	0	0
Railroad Maintenance Issue	4	0	2	2	0	0	0	0
Railroad Noise (Horn, Safety, etc.)	2	1	0	1	0	0	0	0
Railroad Operating Authority Issue	1	0	0	0	1	0	0	0
Railroad Preemption	3	0	1	0	2	0	0	0
Railroad Rate Levels/Increases	2	1	0	0	0	1	0	0
Railroad Service Issue	26	6	17	2	0	1	0	0
Railroad Side Track Agreement	1	1	0	0	0	0	0	0
Railroad Tariff Issue	3	0	0	1	0	1	1	0
Rails to Trails	13	2	4	2	4	1	0	0

Issue Category	All Regions	Northeast	South	Midwest	West	US Territory	International	Not Specified
Real Estate Matter	1	0	0	1	0	0	0	0
STB Authority Question	1	1	0	0	0	0	0	0
STB Fees	5	4	0	0	0	1	0	0
STB Jurisdictional Question	8	1	1	3	3	0	0	0
STB Procedural Assistance	133	59	19	26	15	9	5	0
STB Recordations or Security Interests on Rail Cars	8	1	4	0	0	3	0	0
STB or ICC Records Assistance	52	4	24	19	5	0	0	0
STB Webpage/Downloading Assistance	7	2	0	1	1	3	0	0
Water Carrier Issue (Non-contiguous Domestic Trade)	4	0	0	0	3	1	0	0
Wrong Agency Calls	11	2	4	4	0	1	0	0
<b>Total</b>	<b>430</b>	<b>116</b>	<b>115</b>	<b>99</b>	<b>58</b>	<b>33</b>	<b>9</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

### 2<sup>nd</sup> Quarter 2021 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	13
Aggregates	4
Chemicals	7
Coal	2
Construction Materials	6
Empty Freight Cars	3
Household Goods	30
Industrial Products	6
Intermodal	2
Metals and Minerals	5
Not Specified by Shipper	2
Passenger	10
Other	3
N/A	337
<b>Total</b>	<b>430</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.