

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

Third 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 third 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.</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	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

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					Institute; American Chemistry Council; Ethanol Products, LLC d/b/a Poet Ethanol Products; Poet Nutrition, Inc.; and Cargill Incorporated		NOR 42150, NOR 42152, and NOR 42144 served on 10/5/2017.  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.
12/19/2016	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	Tesoro Refining & Marketing Company LLC v. Union Pacific	NOR 42152	Unspecified	Tesoro Refining & Marketing Company LLC; Tesoro Great	Union Pacific Railroad Company	Complaint filed on 12/30/2016. Motion for abeyance received on 1/6/2017; reply and motion to

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
	obligation to compensate car owners	Railroad Company			Plains Gathering & Marketing LLC; and Dakota Prairie Refining, LLC		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.  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.
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	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.  Discovery in consolidated proceedings concluded on 1/22/2019. Opening evidence filed on 2/22/2019. Reply

Complaint Received	Type of Complaint	Title	Docket No.	Geographic Region	Complainant	Carrier(s) Involved	Resolution/Status
							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 proceeding in abeyance and lift the Board's 8/21/2019 decision filed.</p>

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

Third 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 third quarter of 2019 (July 1, 2019 – September 30, 2019), 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>
4/16/2019	Railroad service issue; railroad demurrage issue	Midwest	Shipper contacted RCPA regarding changes in local rail service that resulted in demurrage charges; RCPA provided informal guidance and assisted the shipper with the service issues; subsequently, the shipper advised RCPA that the railroad increased its number of weekly switches, which mitigated demurrage issues. <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>
4/29/2019	Railroad demurrage issue	Midwest	Shipper sought assistance from RCPA regarding recent increases in demurrage charges; RCPA offered to provide informal assistance to the shipper and discussed the issues with the shipper's counsel; however, the shipper did not pursue direct RCPA assistance with the railroad. <b>[Closed]</b>	
4/30/2019	Railroad rate levels	South	Shipper contacted RCPA regarding rate increases; RCPA liaised with the railroad and other shippers affected by the increase to gather more information and improve communications between the parties. <b>[Closed]</b>	
5/8/2019	Railroad service issue	Midwest	Shipper contacted RCPA about a railroad's use of the shipper's private siding to store railcars pending renewal of a railroad service agreement; RCPA provided informal guidance to the shipper. <b>[Closed]</b>	
6/6/2019	Railroad rate levels	Midwest	Shipper reported to RCPA that its rates recently increased significantly due to rail traffic detouring over longer routes as a result of flooding; RCPA provided informal guidance to the shipper as to whether the increase was legitimate. <b>[Closed]</b>	
6/11/2019	Railroad service issue	Midwest	Shipper reported that its rail service was deteriorating and that local train crews were disregarding instructions provided by the shipper; RCPA contacted the shipper to request further information; however, the shipper did not follow up with RCPA. <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>
6/12/2019	Railroad service issue	South	Shipper sought RCPA assistance in working with a railroad, which proposed certain commercial and operational conditions on new operations at the shipper's facility; RCPA contacted the railroad on the shipper's behalf to discuss the conditions and liaised with the shipper; however, RCPA was not able to resolve the issues. <b>[Closed]</b>	
6/18/2019	Railroad service issue	Midwest	Shipper notified RCPA of a railroad's reduction in switching at its facility and its adverse impact upon its business; RCPA discussed the issues with the shipper, but the shipper declined RCPA's direct assistance with the railroad. <b>[Closed]</b>	
6/18/2019	Railroad service issue	Midwest	Shipper contacted RCPA about a railroad's reduction in switching at its facility; RCPA provided informal guidance on legal and commercial issues and informed the shipper of the opportunity to file formal comments before the Board in an ongoing proceeding related to its concerns. <b>[Closed]</b>	
6/25/2019	Railroad rate levels	West	Shipper contacted RCPA about a railroad's rates in comparison to rates offered by another railroad over a different route; RCPA provided informal guidance to the shipper on commercial issues, including potential reasons for the disparity between the rates, and offered to liaise with the railroads; however, the shipper did not request further assistance. <b>[Closed]</b>	



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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; the shipper is interested in exploring the possibility of RCPA mediation in an effort to resolve the dispute; the offer for informal mediation is still pending. <b>[Pending]</b>	
7/9/2019	Railroad service issue	South	Shipper sought assistance from RCPA in restoring rail service to its facility, which was halted by the railroad (apparently due to track damage); RCPA raised the issue with the railroad's counsel; rail service to the shipper was restored shortly thereafter. <b>[Closed]</b>	
7/11/2019	Railroad demurrage issue	South	Shipper requested RCPA assistance in connection with demurrage charges arising from bunching caused by track outages and extensive re-routing of traffic; RCPA provided informal guidance to the shipper on various pathways to resolve the dispute. <b>[Closed]</b>	
7/16/19	Railroad service issue	Midwest	Shipper sought RCPA assistance in connection with a railcar delayed in transit due to a load shift; RCPA liaised with the railroad to facilitate movement of the car and provided railroad contact information to the shipper; RCPA monitored the status of the shipment through interchange. <b>[Closed]</b>	

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7/17/19	Railroad demurrage issue	South	Shipper requested RCPA assistance in resolving demurrage charges caused by a railroad's bunching of cars; RCPA discussed relevant logistics and commercial issues with the shipper and arranged and participated in discussions between the shipper and the railroad to resolve the matter. <b>[Closed]</b>	
7/19/2019	Railroad service issue	West	Short line railroad contacted RCPA about another railroad's change in its interchange schedule, which disrupted the short line's service to its customers and led to congestion in its yard; RCPA liaised with the second railroad to discuss the consequences of the change, resulting in a further modification of the schedule in order to mitigate disruptions and coordinate operations between the carriers. <b>[Closed]</b>	
7/23/2019	Railroad service issue; railroad demurrage issue	Midwest	Shipper informed RCPA of unreliable rail service at its facility, resulting in bunching of inbound cars and significant demurrage charges; however, the shipper stated that it did not, at the present time, want RCPA to contact the railroad. <b>[Closed]</b>	
7/23/2019	Railroad rate levels	Midwest	Shipper contacted RCPA about increases in a railroad's charges for providing reciprocal switching, which made other rail options uneconomic; RCPA liaised with the shipper about providing assistance; subsequently, the shipper advised that the railroad had offered more viable charges so RCPA's assistance was not needed. <b>[Closed]</b>	

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7/25/2019	Railroad service issue	South	Shipper contacted RCPA about poor rail service, onerous commercial terms, and unreturned communications from a railroad; RCPA notified the railroad of the shipper's concerns and located a new point of contact for the shipper; RCPA remained in contact with the shipper to monitor the status of the situation until the issues were resolved. <b>[Closed]</b>	
7/28/2019	Railroad service issue	West	Shipper sought RCPA assistance in response to a railroad's reduction of switches at its facility; RCPA liaised with the shipper and facilitated discussions between the railroad and the shipper; however, the parties were unable to agree upon an informal resolution of the dispute. <b>[Closed]</b>	
7/29/2019	Railroad service issue	South	Shipper requested RCPA guidance in connection with a track weight restriction that prevented the shipper from tendering fully loaded railcars; RCPA reviewed the routing with the shipper and suggested a movement that would avoid the weight restriction. <b>[Closed]</b>	
7/31/2019	Railroad service issue	West	Shipper contacted RCPA to discuss delays in transit and service problems in a joint-line move; RCPA discussed the service issues with the shipper and arranged a call between the railroads and the shipper; the origin railroad committed to closely monitoring the interchange to ensure fluidity. <b>[Closed]</b>	

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8/1/2019	Railroad service issue	West	Shipper contacted RCPA to discuss a railroad's refusal to add interchanges with another railroad that would allow the shipper to rebuild inventory that was depleted due to service disruptions; RCPA provided informal guidance to the shipper, and offered to liaise with the railroad; however, the shipper declined to pursue further RCPA assistance. <b>[Closed]</b>	
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 frequency of restored switches and requested that RCPA remain available. <b>[Pending]</b>	
8/7/2019	Railroad service issue	Midwest	Shipper requested RCPA assistance with missed switches and deteriorating rail service; RCPA contacted the shipper to discuss the issues; however, the shipper declined to pursue the issues. <b>[Closed]</b>	
8/9/2019	Railroad service issue	Midwest	Shipper requested RCPA assistance related to securing the disposition of loaded railcars that went into storage as a result of the consignor's bankruptcy; RCPA provided informal guidance to the shipper on potential solutions; subsequently, the shipper advised that the matter had been resolved. <b>[Closed]</b>	

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8/9/2019	Railroad service issue	West	Shipper contacted RCPA about a railroad's decision to withdraw a set of its private railcars from service, which reduced its on-site inventory; per the shipper's request, RCPA liaised with the railroad to elevate the shipper's concern; the railroad subsequently advised that its senior management was reaching out to the shipper to discuss the issue. <b>[Closed]</b>	
8/16/2019	Railroad demurrage issue	West	Shipper contacted RCPA about demurrage charges accruing at its facility that were attributable to railroad-caused bunching; however, the shipper did not request that RCPA contact the railroad; subsequently, the shipper advised that it had made progress with the railroad in having the charges reduced <b>[Closed]</b>	
8/20/2019	Railroad service issue; railroad demurrage issue	West	Shipper contacted RCPA about rail service issues at its facility, including missed switches and bunching, demurrage charges, and poor communication with the railroad; RCPA discussed the issues with the shipper and liaised with the railroad; subsequently, the shipper and the railroad communicated directly to work through the issues, and the shipper informed RCPA of a favorable result. <b>[Closed]</b>	
8/20/2019	Railroad service issue	Midwest	Shipper contacted RCPA for assistance with a delayed shipment following damage in transit; RCPA reached out to the shipper to provide assistance, but the shipper did not follow up with RCPA. <b>[Closed]</b>	

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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 is working to arrange a call with all parties to discuss the shipper's concerns. <b>[Pending]</b>	
8/30/2019	Railroad service issue	Midwest	Shipper contacted RCPA for assistance after its serving railroad imposed a limit on the number of railcars that it would hold in the serving yard for the shipper; upon the shipper's request, RCPA liaised with the railroad about the restriction, which was modified after the railroad reviewed the shipper's typical inventory; additionally, RCPA facilitated a follow-up call between the shipper and the railroad to enhance communication going forward. <b>[Closed]</b>	
9/3/2019	Railroad service issue	Northeast	Shipper contacted RCPA for assistance with a delayed railcar; RCPA liaised with the railroad to expedite movement of the railcar and circled back with the shipper to confirm delivery. <b>[Closed]</b>	
9/6/2019	Railroad service issue	Midwest	Shipper contacted RCPA about railcars delayed at an interchange location; RCPA liaised with railroad involved to expedite interchange of the railcars. <b>[Closed]</b>	
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 shipper to discuss service issues and provide guidance; RCPA is remaining in contact with the shipper. <b>[Pending]</b>	

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9/10/2019	Railroad service issue	Northeast	Shipper contacted RCPA seeking assistance with a bad ordered railcar that was delayed in transit; RCPA liaised with the railroad to obtain information for the shipper and expedite movement of the railcar. <b>[Closed]</b>	
9/11/2019	Railroad service issue	South	Shipper contacted RCPA seeking assistance after a railroad delayed making repairs to its serving track; RCPA liaised with the railroad on behalf of the shipper with the result that the railroad promptly scheduled track repair in order to resume service. <b>[Closed]</b>	
9/12/2019	Railroad accessorial charge	Midwest	Shipper contacted RCPA seeking guidance in its dispute with a railroad over a charge assessed on an overweight car; RCPA provided informal guidance to the shipper. <b>[Closed]</b>	
9/13/2019	Railroad demurrage issue	West	Shipper contacted RCPA seeking assistance with a railroad demurrage dispute; RCPA offered to liaise with the railroad, but the shipper declined assistance after reaching an agreement with the railroad. <b>[Closed]</b>	
9/13/2019	Railroad demurrage issue	West	Shipper's representative contacted RCPA for information about options for demurrage dispute resolution; RCPA provided information about its informal processes for resolving disputes. <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>
9/18/2019	Railroad service issue	South	Shipper contacted RCPA about a railroad's limit on the number of cars that the railroad would hold in its local serving yard and related commercial issues that precluded the shipper from utilizing storage-in-transit or a nearby staging facility to hold excess inventory; RCPA discussed the issues with the shipper and provided informal guidance on pathways to resolve the problems. <b>[Closed]</b>	
9/19/2019	Railroad property dispute	South	A company located adjacent to a rail shipper contacted RCPA to discuss its dispute with the shipper related to a spur line that crossed its property; RCPA provided informal guidance to the company on STB jurisdiction and common carrier rail service; RCPA offered to liaise with the company's attorney to discuss the issues; subsequently, RCPA provided informal guidance to the attorney on relevant STB statutes and case law. <b>[Closed]</b>	
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 is gathering additional information about the charge. <b>[Pending]</b>	
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 is waiting for authorization from the shipper to contact the railroad. <b>[Pending]</b>	



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9/26/2019	Railroad rates levels	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. <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

### 3rd Quarter 2019 Cases by Category/Region

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	51	6	9	16	7	12
Acquisition and Operation Exemption	1	0	1	0	0	0
Arrange Meeting	1	0	0	0	0	1
Bus Issue	2	1	1	0	0	0
Household Movers	26	2	10	7	2	5
Information-Economic Data	4	1	1	0	0	2
Information-Non Economic Request	2	1	1	0	0	0
Motor Carriers (trucks)	7	2	1	1	1	2
Pipeline	1	1	0	0	0	0
Railroad Abandonment/Loss of Service	2	0	1	0	0	1
Railroad Amtrak/Passenger Issue	1	0	0	1	0	0
Railroad Billing Dispute	1	0	1	0	0	0
Railroad Blocked Crossings	21	0	5	13	0	3
Railroad Claims	1	0	0	1	0	0
Railroad Common Carrier Obligation	4	1	3	0	0	0
Railroad Demurrage Charges	11	1	4	1	3	2
Railroad Denial of Rail Service	1	0	1	0	0	0
Railroad Embargo	1	0	0	1	0	0
Railroad Environmental Issues	3	0	1	1	0	1
Railroad Grade Crossing Issues	4	0	1	3	0	0
Railroad Hazardous Material Rules	1	0	0	0	1	0
Railroad Idling Engines/Parked Trains	2	1	0	1	0	0
Railroad Interchange Issue	1	0	0	0	1	0
Railroad Labor Issues	2	1	0	0	0	1
Railroad Locomotive Issue	1	0	0	1	0	0
Railroad Operating Authority Issue	2	1	1	0	0	0
Railroad Preemption	8	1	0	3	2	2

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Railroad Rate Levels/Increases	5	0	0	3	1	1
Railroad Reciprocal Switching	1	0	0	1	0	0
Railroad Service Issue	19	2	5	7	0	5
Railroad Stored Freight Cars	2	0	0	1	1	0
Railroad Tariff Issue	2	0	0	0	1	1
Rails to Trails	17	0	1	6	7	3
Real Estate Matter	6	3	1	0	1	1
STB Authority Question	3	0	0	1	1	1
STB Information	85	8	10	5	1	59
STB Jurisdictional Question	12	0	3	4	3	2
STB Offers of Financial Assistance (OFA)	1	0	0	1	0	0
STB Practitioners Exam	1	0	0	0	0	1
STB Procedural Assistance	54	10	13	7	4	20
STB Recordations/Security Interests on Rail Cars	9	1	0	1	1	6
STB Records Assistance	23	3	5	7	4	3
STB Webpage/Downloading Assistance	3	0	0	0	1	2
Water Carrier	2	0	0	0	1	0
Wrong Agency Calls	13	1	0	1	0	11
Other	4	0	1	0	1	2
<b>Total</b>	<b>419</b>	<b>48</b>	<b>81</b>	<b>95</b>	<b>45</b>	<b>150</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

### 3rd Quarter 2019 Cases per Commodity Group\*

Commodity Group	Number
Agricultural Products	13
Automobile	4
Chemicals	9
Coal	3
Empty Freight Cars	1
Forest Products	1
Hazardous Waste/Radioactive Waste	3
Household Goods	24
Industrial Products	2
Intermodal	2
Metals and Minerals	12
Municipal Waste	2
Not Specified by Shipper	5
N/A	329
Other	3
Passenger	10
TIH	1
Total	424

\*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.