2007 Rail Consumer Assistance Complaints				
Date	Region	Central Issue	Problem	STB Action
2/15/2007	N/S	Demurrage	Complaint and questions about railroads demurrage policies	Advised shipper regarding traditional railroad demurrage policies as well as Board jurisdiction over demurrage matters
1/12/2007	South	Demurrage	Complaint about charges for car storage following a change in the serving carriers demurrage policy	OCCA handled as Rail Consumer Assistance complaint working with both shipper and railroad towards a resolution and agreement
2/6/2007	N/S	Information Request	Question from RR regarding notation in CFR	OCCA provided answer
3/9/2007	South	Information Request		Answered shipper questions with references to the U.S. Code and Code of Federal Regulations
3/20/2007	South	Information Request	Questions submitted from federal agency regarding trends in pooling of container chassis	OCCA provided detailed response
2/13/2007	N/S	Other	Question about truckload common carriers	OCCA personnel provided response
2/21/2007	Midwest	Rail Service	Complaint about poor rail service	OCCA worked with shipper and railroad to improve communcations and ultimately service improved
3/19/2007	Midwest	Rail Service	Complaint from rail shipper regarding inconsistent service and severe delays in rail car delivery	OCCA contacted the railroad and handled to ensure that rail cars were delivered to shipper
1/30/2007	Northeast	Rail Service	Shipper submitted Rail Consumer Assistance complaint after railroad discontinued service to their rail spur	Contacted railroad on behalf of shipper. Railroad provided detailed response to OCCA and shipper
2/6/2007	South	Rail Service	Shipper request for information on potential rail	Contacted the short line railroad on behalf of shipper to address inquiry; short line provided response
3/8/2007	South	Rail Service	Shipper submitted a Rail Consumer Assistance complaint after rail service was elminated following a derailment	OCCA continues to work with railroad and shipper towards resolution
1/23/2007	West	Rail Service	Shipper complaint about railcars delayed in Denver	Railroad expedited the cars and provided response to shipper

3/13/2007	West	Rail Service	Complaint from a group of potential shippers who have not received responses from their serving railroad after serveral requests for service on a particular line	OCCA contacted the serving carrier requesting a response to shippers request; OCCA continues to work with shippers and railroad towards resolution
2/16/2007	Midwest	Rates	Complaint about lack of notification from railroad about rate increase	Contacted railroad which provided a response addressing their rate notification procedure
3/23/2003	Midwest	Rates	Complaint about high rail rate increases implemented in conjunction with railroad's change in Fuel Surcharge policy	Advised shipper as to possible courses of action with STB, discussed concerns with shipper at length; Shipper did not want to address the issue with the carrier through a Rail Conumser Assistance complaint at present
2/16/2007	N/S	Rates	Question about application of intraterminal switch charges versus standard switching rates	OCCA provided response as well as conference call with shipper to clarify answers to questions
1/5/2007	South	Rates	Asked that OCCA and STB improve methodology for challenging high rail rates by making it less costly and less burdensome	Explained Small Rate Case Guidelines proceeding pending before the Board and advised of methods for filing a formal comment for that docket
3/29/2007	South	Rates	Complaint about rate increases from several railroads	Pending response from shipper, OCCA will proceed accordingly
3/20/2007	West	Rates	Complaint about railroad implementing large increases in rates within six months of prior rate increase	OCCA responded to shipper comments and questions with discussion of courses of action with STB