

<b>Third Quarter 2007 Rail Consumer Complaints</b>					
<b>Date</b>	<b>Region</b>	<b>Central Issue</b>	<b>Problem</b>	<b>STB Action</b>	<b>Commodity Group</b>
8/1/07	Midwest	Information Request	State Department of Agriculture seeking data from STB	Provided STB contact in Office of Economics	Agriculture
8/3/07	South	Rates	Complaint about rate increases taken by several railroads	Discussed issue with shipper at length; shipper chose not to file a Rail Consumer complaint with the carrier	Chemicals
8/6/07	N/S	Information Request	Question about former railroad operator and land ownership	Referred to STB Librarian	N/S
8/7/07	N/S	Information Request	Questions about 1982 railroad abandonment	Referred to STB Librarian	N/S
8/8/07	Midwest	Demurrage	Complaint about demurrage policy and increasing demurrage charges	OCCA contacted railroad; RR negotiated a compromise with the shipper	Forest Products
8/8/07	N/S	Information Request	Inquiry about the establishment of rail service in a particular area	Provided response and referral to STB Office of Congressional and Public Services	N/S
8/8/07	South	Rail Service	Complaint about deteriorating rail service due to problems at local serving yard	Discussed issue with shipper at length; shipper chose not to file a Rail Consumer complaint with the carrier	N/S
8/8/07	South	Rates	Complaint about large rail rate increases	Discussed issue with shipper at length; shipper chose not to file a Rail Consumer complaint with the carrier	Agriculture
8/10/07	South	Other	Inquiry regarding agricultural contract summaries filed with STB	Provided explanation of railroad reporting obligations and contacted railroad to ensure compliance	Agriculture
8/10/07	South	Other	Inquiry regarding STB jurisdiction over blocked railroad crossing matter	OCCA provided response and railroad contact information	N/S
8/21/07	Midwest	Rates	Inquiry addressing time limitations for the issuance of assessorial bills	Provided explanation and response	N/S
8/21/07	West	Rates	Complaint about fuel surcharge and car hire rates	OCCA contacted railroad on behalf of shipper; railroad provided response	N/S
8/28/07	West	Rail Service	Complaint about service failures in particular region	OCCA contacted railroad on behalf of shipper; railroad provided detailed response and service plan	Agriculture
8/29/07	N/S	Rail Service	Complaint about possible removal of customer siding	Discussed issue with shipper at length; shipper did not want to take the issue to the carrier at the time	N/S
8/30/07	West	Rail Service	Complaint about delayed rail cars due to service failures in Idaho	OCCA contacted railroad on behalf of shipper; railroad provided detailed response and service plan	N/S
9/6/07	South	Information Request	Question about interpretation of STB decision	OCCA provided response	Chemicals

9/13/07	South	Rail Service	Complaint about deteriorating rail service	OCCA contacted railroad on behalf of shipper; railroad provided detailed response and service plan	Metals and Minerals
9/17/07	Midwest	Information Request	Question about potential merger and ability of shippers to make formal comments	OCCA provided response and explanation of STB on-line library	N/S
9/17/07	West	Fuel Surcharge	Complaint about rail rate increases taken in conjunction with changes to rail fuel surcharge policy	Explained particulars of STB Fuel Surcharge decision and discussed concerns over increasing rates	Agriculture
9/21/07	South	Rail Service	Complaint about poor service and routine service failures due to track conditions and speed restrictions	OCCA contacted railroad to address service failures; RR provided detailed response and explained efforts at resolution	Agriculture
9/21/07	South	Rail Service	Complaint about denial of rail service for particular customer	Contacted railroad; railroad provided response and explained nature of service in the specific area and necessary track maintenance required for service	N/S
9/25/07	West	Demurrage	Complaint about weekend demurrage charges	Contacted railroad; awaiting response	Forest Products