

Fourth Quarter 2007 Rail Consumer Complaints					
Date	Region	Central Issue	Problem	STB Action	Commodity Group
10/1/07	Midwest	Information Request	Request for information about participation in a Board proceeding	OCCA provided detailed response and references to appropriate contacts	N/A
10/9/07	West	Information Request	Question about common carrier obligation	OCCA provided response with answers	N/A
10/10/07	Midwest	Information Request	Shipper questions involving exempt commodities and procedures for formal proceedings with the STB	OCCA provided detailed response to shipper questions	Metals and Minerals
10/22/07	South	Rail Service	Complaint about railroad policy change which resulted in fewer car spots for shipper	Shipper handled directly with railroad; did not wish to handle through Rail Consumer process	N/A
10/23/07	Midwest	Rail Service	Delayed grain trains	STB handled with shipper and railroad; railroad service soon improved	Agriculture
10/23/07	West	Rail Service	Rail Consumer Assistance complaint about reduction in rail service due to embargo	OCCA handled with shipper and railroad	Forest Products
10/31/07	Northeast	Rail Service	Rail Consumer Assistance complaint involving a new request for rail service	STB handled with the shipper and carrier involved	Metals and Minerals
11/1/07	South	Rail Service	Complaint about deterioration of rail service	Shipper handled directly with railroad; shipper did not wish to handle through Rail Consumer program	Chemicals
11/6/07	South	Rail Service	Request from potential rail shipper seeking information on rail service in particular region	Provided contact information for regional railroads	Agriculture
11/6/07	West	Rail Service	Complaint involving lack of rail service due to track conditions	OCCA handled as Rail Consumer Assistance Complaint; railroad provided a response to shippers	Chemicals
11/6/07	West	Rail Service	Complaint involving lack of rail service due to track conditions	OCCA handled as Rail Consumer Assistance Complaint; railroad provided a response to shippers	Agriculture
11/9/07	Midwest	Rail Service	Rail Consumer Assistance complaint submitted following delays in rail service due to congestion at serving hard	STB handled with shipper and railroad; railroad service soon improved	Metals and Minerals
12/6/07	South	Rail Service	Request for increased rail service at new shipper location	STB handled with shipper and carrier to improve communication and discussions	N/A
12/12/07	West	Information Request	Request for information about Board formal and informal procedures	Provided response	Forest Products

12/13/07	South	Rail Service	Complaint about inconsistent and infrequent rail service	Ultimately handled as Rail Consumer Assistance complaint; Railroad provided response and plan for future handling of shipper switching	N/A
12/13/07	West	Rail Service	Second complaint involving lack of rail service due to track deterioration	OCCA contacted railroad on shipper's behalf; railroad ultimately provided a response to the shipper	Agriculture
12/13/07	West	Rail Service	Complaint involving lack of rail service due to track deterioration	OCCA handled as Rail Consumer Assistance Complaint; railroad provided response	Agriculture
12/13/07	West	Rail Service	Rail Consumer Assistance complaint about refusal to serve shipper location due to track deterioration	STB handled with shipper and carrier involved	Forest Products
12/18/07	South	Rail Service	Complaint about delays in rail service	Shipper handled directly with railroad without direct STB involvement	Chemicals
12/11/08	Midwest	Rail Service	Interchange/Delivery problems in Chicago Terminal	STB handled with shipper and railroad; railroad service soon improved	Agriculture