

2005 Shipper Comments and Complaints					
Number	Date	Region	Central Issue	Problem	STB Action
552	1/13/2006	Midwest	Rates	Rail Consumer Assistance complaint about railroad's reluctance to quote rates for specific lanes	Handled with railroad involved; railroad provided response containing rates for lanes requested
553	1/18/2006	South	Information Request	Question from federal agency regarding jurisdiction of STB	Provided answers and explanation
554	1/13/2006	West	Car Supply	Shipper comment praising railroads efforts to supply adequate equipment	Forwarded comments to applicable railroad Advised caller of appropriate contact organizations having jurisdiction over blocked roadways
555	1/26/2006	South	Other	Complaint about blocked roadway resulting from local railroad maintenance of way work	Handled directly with railroad involved; railroad provided response and located missing cars
556	1/27/2006	West	Rail Service	Rail Consumer Assistance complaint involving lost and delayed railcars	Handled with railroad involved; railroad provided detailed explanation of circumstances causing the delays as well as resolution for moving forward
557	1/31/2006	West	Rail Service	Complaint about delays in and around California rail yard	Provided answer
558	1/31/2006	n/s	Information Request	Question about jurisdiction of Board	Responded to email with telephone call and voice message; OCE never received a response
559	2/6/2006	n/s	Demurrage	Complaint and questions about demurrage policies	Provided contact information for potential serving carriers
560	2/6/2006	West	Information Request	Potential rail shipper seeking contacts at railroads to provide rates	Answered questions and provided response; ultimately held meeting with shipper
561	2/7/2006	Midwest	Car Supply	Correspondence from shipper expressing concerns about industry-wide, long-term car supply	Provided answers Discussed situation at length with shipper; issue resolved
562	2/7/2006	South	Information Request	Questions about Board jurisdiction over rates	
563	2/8/2006	South	Rail Service	Complaint about service failures	
564	1/5/2006	West	Car Supply	Compliment from shipper about improvements made by railroad to ensure adequate car supply	Forwarded comments onto railroad involved
565	2/10/2006	South	Information Request	Question about railroad assessorial charges and function of STB	Provided answers and explanation
566	2/27/2006	n/s	Information Request	Question about timing of freight bills	Provided answer
567	2/24/2006	Midwest	Rail Service	Comment and question about potential abandonment	Provided clarification of Board and OCE procedures as well as contact information

568	3/2/2006	Northeast	Rates	Question about legality of rate actions taken by railroad	Provided answer and explanation of Rail Consumer Assistance program; did not want to file a Rail Consumer complaint at that time Discussed jurisdiction and role of STB as well as practices of the carrier involved at length with shipper; shipper did not file a rail consumer complaint
569	3/3/2006	South	Rates	Shipper complaint about rate increases	Addressed abandonment procedures with the Board as well as Rail Consumer Assistance Program
570	3/22/2006	Midwest	Rail Service	Shipper comments about potential abandonment	
571	3/2/2006	South	Rail Service	Shipper question about reciprocal switching policies	Answered shipper questions; shipper considering filing Rail Consumer complaint in future Handled as a Rail Consumer complaint with railroad; railroad provided response and plans for moving forward
572	3/6/2006	West	Car Supply	Shipper complaint about lack of equipment	Addressed abandonment procedures with the Board as well as Rail Consumer Assistance Program
573	2/27/2006	Midwest	Rail Service	Shipper comments about potential abandonment	Handled as Rail Consumer complaint; railroad provided response
574	3/7/2006	West	Rail Service	Shipper complaint about service failures	Handled as Rail Consumer complaint; railroad provided response
575	2/26/2006	West	Rail Service	Shipper complaint about service failures	Handled as Rail Consumer complaint; railroad provided response
576	3/15/2006	Midwest	Information Request	Question about STB jurisdiction regarding property issues with railroads	Answered questions
577	3/20/2006	n/s	Other	Question about STB jurisdiction	Answered questions
578	3/21/2006	n/s	Other	Complaint about passenger service directed to USDOT	Advised that STB does not have jurisdiction over passenger issues Reviewed situation and advised of STB's jurisdiction over such issues
579	3/29/2006	n/s	Rail Service	Complaint about blocked access to rail spur	Addressed abandonment procedures with the Board as well as Rail Consumer Assistance Program
580	3/17/2006	Midwest	Rail Service	Shipper comments about potential abandonment	Discussed governing regulations as well as the role of the STB and Rail Consumer Assistance program
581	3/30/2006	West	Rates	Shipper complaint about rate increases	
582	3/31/2006	South	Rates	Shipper complaint about rates on oversized shipments	Shipper did not want to file Rail Consumer complaint at the time