

2005 Shipper Comments and Complaints						
Number	Date	Region	Central Issue	Problem	STB Action	Commodity Group
583	4/10/2006	Midwest	Rail Service	Complaint about rail service	Handled as Rail Consumer complaint with railroad; railroad provided response and plan for moving forward	Metals
584	4/11/2006	South	Rail Service	Shipper complaint about on-going service failures	Handled with railroad as Rail Consumer complaint; railroad provided response and improvement plan	Chemicals
585	4/12/2006	Midwest	Information Request	Shipper inquiry about STB jurisdiction over railroad performance	Provided detailed response and answers to shipper questions	Forest Products
586	4/13/2006	West	Rail Service	Complaint about rate increases	Handled as Rail Consumer complaint with railroad; railroad provided response	Agriculture
587	4/17/2006	Midwest	Other	Community complaint about noise resulting from railroad operations	Explained STB and FRA involvement with local noise and nuisance issues	NA
588	4/18/2006	n/s	Information Request	Question about data available on STB website	Provided response and referral for specific information gathering	NA
589	4/18/2006	Midwest	Other	Complaint about noise from rail yard	Provided information on STB and FRA jurisdiction over local noise issues	
590	4/18/2006	n/s	Demurrage	Complaint changes made to demurrage policy	Contacted shipper; shipper did not return call	Intermodal
591	4/20/2006	Midwest	Rail Service	Rail Consumer Assistance complaint filed about delayed rail service	Railroad provided response explaining service failures at issue	Forest Products
592	4/21/2006	Midwest	Rates	Rail Consumer Assistance complaint about rate levels and increases	Handled as Rail Consumer Assistance complaint; railroad provided response to shipper	Chemicals
593	4/25/2006	Midwest	Rail Service	Rail Consumer Assistance complaint filed about service interruptions due to track conditions	Railroad provided response detailing service plan for improvements	N/S
594	4/24/2006	Midwest	Other	Question about property rights of railroads	Advised as to Board jurisdiction over property matters	NA
595	4/26/2006	Midwest	Rail Service	Complaint about the effect of embargo on rail service	Handled as Rail Consumer complaint with railroad; railroad provided response to shipper	Agriculture
596	4/24/2006	Midwest	Rail Service	Follow up to previous complaint	Railroad provided further details on plan for service improvement	Metals
597	5/2/2006	Midwest	Rail Service	Complaint about rail service related to assessorial charges	Addressed issue with applicable railroad; provided response to shipper; STB continued involvement	Agriculture
598	5/2/2006	Midwest	Rail Service	Complaint about missing and delayed railcars	Handled as Rail Consumer Assistance complaint; railroad provided response and car locations	Agriculture

599	5/16/2006	West	Rail Service	Shipper concern about reduction in rail service	Handled as Rail Consumer Assistance Compliant; railroad provided response with service plan	Forest Products
600	5/18/2006	West	Rail Service	Shipper requesting service over Amtrak lines	Spoke with shipper at length about STB jurisdiction as it relates to Amtrak	N/S
601	5/22/2006	South	Other	Complaint about conditions on railroad right-of-way	Referred to railroad involved	NA
602	5/19/2006	n/s	Demurrage	Complaint about changes to railroad demurrage policy	Shipper simply asked questions and requested that the Board not take action	N/S
604	5/25/2006	West	Rail Service	Question about proceeding before the Board	Provided response	NA
605	5/31/2006	West	Rail Service	Complaint about reduction in rail service	Responded to shipper, explained Rail Consumer Assistance Program; shipper is considering filing a complaint	N/S
606	5/31/2006	n/s	Rates	Complaint about rail rate increases	Responded to shipper with necessary information	N/S
608	6/7/2006	Midwest	Rates	Complaint involving rail rate increases and corresponding capital investments by railroad	Discussed situation with shipper; explained rail consumer assistance program and shipper will consider filing complaint	N/S
609	6/7/2006	West	Information Request	Question about the STB's jurisdiction over railroads decisions to embargo traffic or specific line segments	Reviewed STB jurisdiction over embargoes	NA
610	6/9/2006	Northeast	Other	Response from railroad regarding local noise complaints arising from late night switching	None necessary	NA
611	6/12/2006	South	Other	Question about clearing railroad easements from land titles	Responded with explanation of Board jurisdiction	NA
612	6/13/2006	n/s	Information Request	Question involving which metrics were available on the Board's website	Reviewed public information available on the STB website with shipper	NA
614	6/19/2006	West	Other	Complaint addressed to Rail Consumer involving train horn noise.	Provided response explaining Board jurisdiction with regard to these issues	NA
616	6/22/2006	Midwest	Rail Service	Complaint about rail service impacting increasing demurrage bills	Handled with the railroad involved; railroad provided response to STB and shipper	NA