

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF FORMAL SERVICE COMPLAINTS

Date: January 3, 2017

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of formal service complaints received by the agency. See STB Reauthorization Act of 2015, sec. 6(b), Pub. L. No: 114-110 (2015). During the period October 1, 2016 – December 31, 2016, the STB had the following formal service-related complaints pending:

Formal Service-Related Complaints:

| Date Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|--------------------------------|--|--|-------------------|--------------------------|--|---|--|
| 1-19-2012 | Failure to prioritize Amtrak trains over freight trains. | National Railroad Passenger Corporation— Section 213 Investigation of Substandard Performance on Rail Lines of Canadian National Railway Company | NOR 42134 | Midwest | National Railroad Passenger Corporation (Amtrak) | Canadian National Railway Company, Grand Trunk Western Railway, Illinois Central Railroad | Final rules regarding on-time performance standard issued 7-28-2016, in Docket No. EP 726. This proceeding removed from abeyance by decision served 9-15-2016. Amtrak revised on-time performance data filed 10-17-2016. Decision denying a petition for reconsideration of an earlier motion to dismiss issued 10-21-2016. Motion to hold proceeding in abeyance and response to Amtrak's on-time performance data received 10-25-2016. |

| Date Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|-------------------------|--|--|-----------------------|-----------------------|---|--|--|
| | | | | | | | Reply to the motion to hold in abeyance received 11-10-2016. |
| 2-27-2013 | Application for terminal trackage rights. | BNSF Railway— Terminal Trackage Rights— Kansas City Southern Railway | FD 32760 (Sub-No. 46) | Louisiana | BNSF Railway Company | BNSF Railway Company, Union Pacific Railroad Company, Kansas City Southern Railway | Decision granting BNSF’s application for terminal trackage rights served 7-5-2016. Appeal filed with the U.S. Ct. of Appeals for the District of Columbia on 9-1-2016. |
| 11-17-2014 | Failure to prioritize Amtrak trains over freight trains. | National Railroad Passenger Corporation— Investigation of Substandard Performance of the Capital Limited | NOR 42141 | Midwest, Mid-Atlantic | National Railroad Passenger Corporation (Amtrak) | CSX Transportation, Inc.; Norfolk Southern Railway Company | Final rules regarding on-time performance standard issued 7-28-2016, in Docket No. EP 726. This proceeding removed from abeyance by decision served 9-15-2016. Amtrak revised on-time performance data received 10-17-2016. Requests to hold the proceeding in abeyance and responses to Amtrak’s on-time performance data received 10-25-2016; reply to the motion to hold in abeyance received 11-10-2016. |
| 3-31-2015 | Unreasonable tariff and practices. | North American Freight Car Association v. Union Pacific Railroad | NOR 42144 | Nationwide | North American Freight Car Association; American Fuel & Petrochemicals Manufacturers; | Union Pacific Railroad Company | Procedural schedule held in abeyance, at the request of the Union Pacific, due to an Admin. Law Judge’s discovery conference, which concluded on 6-23-2016. |

| Date Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|-------------------------|---|--|------------|-------------------|---|---|---|
| | | | | | The Chlorine Institute; The Fertilizer Institute; American Chemistry Council; Ethanol Products, LLC d/b/a Poet Ethanol Products; Poet Nutrition, Inc.; and Cargill Incorporated | | Multiple discovery conferences and oral argument held with the Admn. Law Judge (the most recent being 9-29-2016); discovery continues. |
| 12-07-2015 | Demurrage and service frequency issues | Finch Paper LLC—Petition for Declaratory Order | FD 35981 | Mid-Atlantic | Finch Paper LLC | Canadian Pacific Railway, Delaware and Hudson Railway Company | Evidentiary record being developed. Procedural schedule held in abeyance 10-06-2016, pending appeal of an administrative law judge decision. Decision on merits of appeal under review. |
| 4-25-2016 | Common carrier violation and unreasonable practices | American Fuel & Petrochemicals Manufacturers v. BNSF Railway Company | NOR 42146 | Nationwide | American Fuel & Petrochemicals Manufacturers | BNSF Railway Company | Motion to dismiss or discontinue filed 6-21-2016. Staff concluded Board member briefings on 9-28-2016. Decision under review. |
| 6-10-2016 | Demurrage | C.L. Consulting & Management | FD 36042 | New Jersey | C.L. Consulting & Management Corp. | Norfolk Southern Railway Company | Reply received 6-29-2016; parties have filed various post-reply motions. |

| Date Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|-------------------------|---|---|------------|-------------------|--|---|--|
| | | Corp.— Petition for Declaratory Order— Reasonableness of Demurrage Charges | | | | | Decision on the merits under review. |
| 6-30-2016 | Common carrier violation and unreasonable practices | Dyno Nobel Louisiana Ammonia, LLC v. NuStar Pipeline Operating Partnership, L.P. | NOR 42147 | Louisiana | Dyno Nobel Louisiana Ammonia, LLC | NuStar Pipeline Operating Partnership, L.P. | Answer and Mot. to Dismiss received 7-20-2016. Reply to Mot. to Dismiss received 8-09-2016. Conference Report filed 8-25-2016. Mot. for Oral Argument filed 8-25-2016; reply to Mot. for Oral Argument filed 9-09-2016. Decision under review. |
| 10-04-2016 | Unlawful suspension of service | North Coast Railroad Authority & Northwestern Pacific Railroad Company— Petition for Declaratory Order | FD 36077 | California | North Coast Railroad Authority & Northwestern Pacific Railroad Company | North Coast Railroad Authority & Northwestern Pacific Railroad Company (Petitioners); Sonoma-Marin Area Rail Transit District (Respondent) | Petition filed 10-04-2016. Conference call with parties, counsel, and Board staff held 12-08-2016. On 12-21-16, the parties requested that the case be held in abeyance pending settlement discussions. |

| Date Complaint Received | Type of Complaint | Title | Docket No. | Geographic Region | Complainant | Carrier(s) Involved | Resolution/Status |
|--------------------------------|--|---|-------------------|--------------------------|--|--------------------------------|--|
| 11-03-2016 | Unlawful practice and unreasonable tariffs | Richard Best Transfer Inc. v. Union Pacific Railroad Company | NOR 42149 | California | Richard Best Transfer Inc. | Union Pacific Railroad Company | Complaint and Petition for Preliminary Injunction filed 11-03-2016. Decision on preliminary injunction served on 12-22-16. |
| 12-19-2016 | Unreasonable practice and violation of statutory obligation to compensate car owners | Valero Marketing & Supply Company v. Union Pacific Railroad Company | NOR 42150 | Unspecified | Valero Marketing & Supply Company; and Valero Rail Partners, LLC | Union Pacific Railroad Company | Complaint filed 12-19-2016. |
| 12-30-2016 | Unreasonable practice and violation of statutory obligation to compensate car owners | Tesoro Refining & Marketing Company LLC v. Union Pacific Railroad Company | NOR 42152 | Unspecified | Tesoro Refining & Marketing Company LLC; Tesoro Great Plains Gathering & Marketing LLC; and Dakota Prairie Refining, LLC | Union Pacific Railroad Company | Complaint filed 12-30-2016. |

SURFACE TRANSPORTATION BOARD
QUARTERLY REPORT OF INFORMAL SERVICE COMPLAINTS RECEIVED
FOURTH QUARTER 2016

The Surface Transportation Board Reauthorization Act of 2015 mandated that the Surface Transportation Board (STB) publish a quarterly report of informal service complaints received by the agency. See STB Reauthorization Act of 2015, sec. 6(b), Pub. L. No: 114-110 (2015). During the period from October 1, 2016 through December 31, 2016, the STB received the following informal complaints¹:

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|--|--------------------------------|---|---|
| 07/15/2016 | Rail service issues; reduction in switches per week | Midwest | Provided informal guidance to shipper; liaised with serving railroad to discuss shipper’s concerns; convened mediation telephone call with railroad and shipper representatives to seek informal resolution; shipper declined to pursue [Closed] | |
| 07/27/2016 | Railroad service issues; railroad rate levels; railroad car supply | Multiple | Provided informal guidance to shipper trade association; offered to liaise with involved Class I railroads on a case-by-case basis to address individual service issues; providing ongoing assistance to association members on an individual basis [Closed] | |

¹ A table showing the quarterly inquiries received by the STB’s Rail Customer and Public Assistance (RCPA) office is attached as an Appendix to this report.

² Matters reported as “Pending” on the previous quarterly report are carried forward to the next quarterly report.

³ **Northeast:** Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania; **South:** Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas; **Midwest:** North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio; **West:** Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii.

⁴ This Quarterly Report may identify the complainant that submitted an informal complaint only upon the written consent of the complainant. Surface Transportation Board Reauthorization Act of 2015, sec. 6(b).

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|---|--------------------------------|--|---|
| 08/10/2016 | Railroad service issues | Multiple | Discussed railroad pricing with shipper pertaining to empty returns of shipper-owned or leased railcars; discussed unfavorable impact of weight restrictions on branch lines; offered to confer with relevant railroads; shipper declined to pursue [Closed] | |
| 08/12/2016 | Railroad operating issues; stopped trains; idling locomotives | South | Provided informal guidance to locality related to railroad operating practices; discussed potential options to mitigate noise and nuisance issues from stopped trains and idling locomotives; liaising with railroad contacts on ongoing basis to seek mutually-acceptable solution [Pending] | |
| 09/28/2016 | Railroad storage charges | West | Provided informal guidance to shipper regarding storage charges arising from bankruptcy proceeding; discussed commercial and legal issues; liaised with railroad representative to discuss applicability of storage charges; shipper declined to pursue [Closed] | |
| 10/3/2016 | Demurrage charges | West | Provided informal guidance on commercial and operational circumstances giving rise to demurrage charges; assisted receiver in reviewing demurrage charges; facilitating ongoing dialogue between parties for purposes of dispute resolution [Pending] | |
| 10/04/2016 | Railroad operations; railroad yard noise and emissions | West | Provided informal guidance to citizens and local officials concerning noise and emissions related to railroad yard operations; explained extent of STB jurisdiction over railroad operations; conferred with railroad about local concerns over recent increases in railroad yard activity [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|---|--------------------------------|--|---|
| 10/11/2016 | Railroad interchange issue; dispute over interchange location for freight traffic | Northeast | Provided informal guidance and conferred with railroad facing potential disruption of freight traffic flows; liaised with handling line railroad seeking to change interchange locations; facilitated temporary agreement between railroads to maintain current interchange service for affected shipper; however, relevant handling line declined to participate in further informal dispute resolution efforts [Closed] | |
| 10/12/2016 | Railroad service dispute; interchange issue | Northeast | Provided informal guidance on legal and commercial issues; attempted to engage with relevant railroad party in order to ensure fluid interchange of cars en route to shipper facility; however, relevant handling line declined to participate in informal efforts to resolve dispute [Closed] | |
| 10/13/2016 | Railroad service dispute; interchange issue | Northeast | Provided informal guidance on legal and commercial issues; attempted to engage with relevant railroad party in order to ensure fluid interchange of cars en route to shipper facility; however, relevant handling line declined to participate in informal efforts to resolve dispute [Closed] | |
| 10/17/2016 | Railroad operations; noise and emissions | Midwest | Provided informal guidance to citizens and local officials concerning construction of side/staging tracks next to existing line, and associated increased rail operations; explained extent of STB jurisdiction over railroad operations and potential preemption issues related to local regulations; liaised with railroad personnel on behalf of community to discuss expansion plans and related concerns [Pending] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|---|--------------------------------|---|---|
| 10/24/2016 | Railroad service issue; switching issues | South | Provided informal guidance to shipper; explained potential formal remedies before the STB; analyzed and discussed problems related to inconsistent and missed switching at shipper's facility; discussed potential pathways for engaging contract switching operator that would allow shipper to maintain dual access [Closed] | |
| 10/25/2016 | Competitive access; railroad switching fees | West | Provided informal guidance to port facility on legal and commercial issues related to reciprocal switching; discussed possible approaches for maintaining dual service via reciprocal switching at an economic rate; explained potential formal remedies before STB [Closed] | |
| 10/27/2016 | Railroad service issue; railroad track lease | Midwest | Provided informal guidance to shipper about options regarding renewing track lease as well as a railroad's common carrier obligation to serve facility [Pending] | |
| 11/02/2016 | Railroad service issue; safety of industry siding | Midwest | Provided informal guidance to shipper concerning cessation of rail service; conferred with serving railroad to ascertain status of railcars and find an alternative way to facilitate their movement; facilitated delivery of railcars and waiver of demurrage charges [Closed] | |
| 11/04/2016 | Railroad service issue; infrastructure requirements for service at facility | West | Conferred with shipper about switch and rail infrastructure required by railroad in order provide service [Pending] | |
| 11/08/2016 | Railroad service issue; railroad track lease agreement | Not disclosed | Provided informal guidance to attorney for shipper; discussed liability and indemnification provision of track lease agreement and potential avenues for formal action before STB; discussed relevant commercial and competitive issues [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|---|--------------------------------|--|---|
| 11/08/2016 | Dispute over liability for rates and charges | South | Provided informal guidance to shipper on conflict between line haul railroad and handling line over services included in line haul rate and application of accessorial charges [Closed] | |
| 11/15/2016 | Railroad demurrage charges; reduction in free time | Midwest | Provided informal guidance and background on commercial and legal issues pertaining to railroad’s change to demurrage tariff and reduction of free time; offered to liaise with railroad; shipper declined to pursue [Closed] | |
| 11/18/2016 | Railroad service issue; inconsistent and untimely service | West | Provided informal guidance to shipper on pathways for stabilizing and/or improving handling line’s service to shipper’s facility; at shipper’s request, conferred with Class I connecting line about degradation in service and potential options to move shipper’s traffic; discussed potential remedies before STB, including acquisition of handling line [Closed] | |
| 11/21/2016 | Rail track lease; access rights to leased track | Midwest | Provided informal guidance to shipper on terms of track lease agreement and rights of railroad lessor to conduct equipment repairs on leased track [Closed] | |
| 11/22/2016 | Railroad demurrage charges | West | Provided informal guidance and advice to shipper pertaining to demurrage charges assessed by shortline carrier; discussed operational and commercial issues giving rise to demurrage, including off-line bunching, missed switches and track outages; assisted shipper in reviewing and recalculating demurrage owed; liaised with shortline serving carrier to seek informal resolution; currently engaging with both parties to pursue mediation of dispute [Pending] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|---|--------------------------------|---|---|
| 11/28/2016 | Railroad side track agreement | West | Provided informal guidance to shipper regarding railroad policy on billing for maintenance of track and siding; offered to liaise with railroad regarding proposed terms and conditions for siding agreement and billing [Pending] | |
| 11/29/2016 | Railroad billing dispute; rate and demurrage charges | West | Provided informal guidance to shipper on legal and commercial practices pertaining to a railroad's extension of credit and assessment of interest on late payment of monies owed; offered to liaise with railroad on shipper's behalf [Closed] | |
| 11/29/2016 | Railroad billing dispute; administrative charges associated with rate | Northeast | Provided informal guidance to shipper regarding error made by consignor which caused railroad to apply incorrect freight rate; after railroad refused to recognize mistake, contacted railroad on behalf of freight payor and secured correction of billings [Pending] | |
| 12/02/2016 | Railroad rate levels/increases | Northeast | Railroad refused to provide Rule 11 rate over a specific route; provided informal guidance to shipper on common carrier obligation and STB rate regulation; offered to confer with serving railroad; railroad provided requested rate [Closed] | |
| 12/07/2016 | Railroad demurrage charges | Midwest | Provided informal guidance to freight receiver regarding high demurrage charges as a result of car bunching by railroad; offered to liaise with railroad [Pending] | |
| 12/12/2016 | Railroad service issue; release of container from yard | West | Provided assistance and informal guidance to shipper in order to secure release of container from railroad yard; liaised with shipper and railroad concerning commercial issues interfering with release; facilitated communication between parties [Closed] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|--|--------------------------------|--|---|
| 12/20/2016 | Railroad service issue; dispute between line haul railroad and handling railroad | South | Provided informal guidance to shipper affected by dispute between line haul railroad and handling line over rate-setting and service; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Pending] | |
| 12/21/2016 | Railroad service issue; dispute between line haul railroad and handling railroad | South | Provided informal guidance to shipper affected by dispute between line haul railroad and handling line over rate-setting and service; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Pending] | |
| 12/21/2016 | Railroad service issue | Midwest | Provided informal guidance to shipper regarding railroad's common carrier obligation and duty to quote rates for shipper's traffic; discussed commercial issues related to traffic tendered to railroad and possible implications for rate quote [Pending] | |
| 12/22/2016 | Railroad service issue; dispute between line haul railroad and handling railroad | South | Provided informal guidance to shipper affected by dispute between line haul railroad and handling line over rate-setting and service; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Pending] | |

| Date ² | Type of Informal Complaint | Geographic Region ³ | Resolution / Status | Complainant ⁴ CONFIDENTIAL |
|-------------------|--|--------------------------------|--|---|
| 12/22/2016 | Railroad service issue; delayed delivery of railcars | West | Conferred with shipper on delayed delivery of railcars; liaised with railroad to understand cause of delay and to explore options to expedite delivery and restore reliable service to shipper's facility [Pending] | |
| 12/29/2016 | Railroad service issue; dispute between line haul railroad and handling railroad | South | Provided informal guidance to shipper affected by dispute between line haul railroad and handling line over rate-setting and service; conferred with handling line to express concern related to potential disruption of rail service and existing commercial practices and importance of maintaining fluid service regardless of dispute [Pending] | |

Note: A table showing the quarterly inquiries received by the STB's Rail Customer and Public Assistance (RCPA) office is attached below as an appendix to the foregoing report.

**Appendix to Quarterly Report of Informal Service Complaints
4th Quarter 2016 Cases by Category/Region**

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|---------------------------------------|--------------------|------------------|--------------|----------------|-------------|----------------------|
| Abandonment Records | 37 | 2 | 7 | 4 | 9 | 14 |
| Arrange Meeting | 3 | 2 | 0 | 0 | 0 | 1 |
| Household Movers | 12 | 3 | 1 | 2 | 2 | 4 |
| Information-Economic Data | 8 | 1 | 2 | 0 | 2 | 3 |
| Information-Non Economic Request | 5 | 1 | 0 | 0 | 1 | 3 |
| Motor Carriers (trucks) | 5 | 1 | 0 | 2 | 0 | 2 |
| Railroad Agricultural Contract Filing | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Amtrak/Passenger Issue | 5 | 0 | 2 | 1 | 0 | 2 |
| Railroad Billing Dispute | 2 | 0 | 1 | 1 | 0 | 0 |
| Railroad Blocked Crossings | 2 | 0 | 1 | 0 | 0 | 1 |
| Railroad Common Carrier Obligation | 2 | 1 | 0 | 0 | 1 | 0 |
| Railroad Competition Issues | 1 | 0 | 0 | 1 | 0 | 0 |
| Railroad Demurrage Charges | 3 | 0 | 0 | 2 | 1 | 0 |
| Railroad Environmental Issues | 3 | 0 | 1 | 1 | 0 | 1 |
| Railroad Financial Issue | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Idling Engines/Parked Trains | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Interchange Issue | 2 | 2 | 0 | 0 | 0 | 0 |
| Railroad Labor Issues | 4 | 0 | 0 | 0 | 3 | 1 |
| Railroad Lease of track or equipment | 1 | 0 | 0 | 1 | 0 | 0 |
| Railroad Liability Issues | 1 | 0 | 1 | 0 | 0 | 0 |
| Railroad Maintenance Issue | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Noise - Airhorn, Safety, etc | 5 | 0 | 0 | 2 | 1 | 2 |
| Railroad Operating Authority Issue | 1 | 0 | 0 | 0 | 0 | 1 |
| Railroad Preemption | 5 | 0 | 2 | 2 | 1 | 0 |
| Railroad Rate Levels/Increases | 4 | 0 | 1 | 1 | 0 | 2 |
| Railroad Reciprocal Switching | 1 | 0 | 0 | 0 | 1 | 0 |
| Railroad Service Issue | 11 | 1 | 2 | 1 | 5 | 2 |
| Railroad Side Track Agreement | 3 | 0 | 0 | 0 | 1 | 2 |

**Appendix to Quarterly Report of Informal Service Complaints
4th Quarter 2016 Cases by Category/Region**

| Issue Category | All Regions | Northeast | South | Midwest | West | Not Specified |
|--|--------------------|------------------|--------------|----------------|-------------|----------------------|
| Railroad Tariff Issue | 1 | 0 | 1 | 0 | 0 | 0 |
| Rails to Trails | 9 | 2 | 1 | 5 | 0 | 1 |
| Real Estate Matter | 4 | 0 | 2 | 2 | 0 | 0 |
| STB Authority Question | 2 | 0 | 0 | 1 | 1 | 0 |
| STB Fees | 1 | 0 | 0 | 0 | 0 | 1 |
| STB Information | 45 | 6 | 8 | 11 | 1 | 18 |
| STB Jurisdictional Question | 10 | 2 | 1 | 1 | 2 | 4 |
| STB Procedural Assistance | 60 | 8 | 9 | 7 | 9 | 27 |
| STB Recordations/Security Interests on Rail Cars | 13 | 1 | 1 | 4 | 2 | 5 |
| STB Records Assistance | 10 | 1 | 2 | 1 | 1 | 5 |
| STB Webpage/Downloading Assistance | 5 | 2 | 0 | 0 | 1 | 2 |
| Water Carrier | 7 | 3 | 0 | 0 | 2 | 2 |
| Wrong Agency Calls | 9 | 0 | 2 | 0 | 0 | 7 |
| Other | 4 | 0 | 1 | 2 | 0 | 1 |
| Total | 308 | 39 | 49 | 55 | 48 | 117 |

U.S. Census Regions:

| | |
|------------------|--|
| Northeast Region | Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania |
| South Region | Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas |
| Midwest Region | North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio |
| West Region | Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii |

**Appendix to Quarterly Report of Informal Service Complaints
4th Quarter 2016 Cases by Commodity Group**

4th Quarter 2016 Cases per Commodity Group*

| Commodity Group | Number |
|-----------------------------------|---------------|
| Agricultural Products | 11 |
| Chemicals | 4 |
| Forest Products | 4 |
| Hazardous Waste/Radioactive Waste | 3 |
| Household Goods | 11 |
| Industrial Products | 6 |
| Intermodal | 3 |
| Metals and Minerals | 2 |
| Municipal Waste | 1 |
| Not Specified by Shipper | 3 |
| N/A | 257 |
| Other | 1 |
| Passenger | 4 |
| Total | 310 |

*In many cases, the commodity is not specified or material to the Case, therefore the total number for this data may not equal the total number for the quarter.