





Surface Transportation Board

- Established in 1996, the STB succeeded the Interstate Commerce Commission which was established in 1887
- The STB is an independent federal agency that is charged with the economic regulation of various modes of surface transportation, primarily freight rail
- The STB resolves disputes in support of an efficient, competitive, and economically viable surface transportation network that meets the needs of its users



Surface Transportation Board

- The STB consists of five Board Members, one of which serves as the Chairman
- The STB's staff is divided into six offices, including the Office of Public Assistance, Governmental Affairs, and Compliance (OPAGAC), which serves as the public's point of contact to the STB as well as the agency's outreach arm
- OPAGAC runs the Rail Customer and Public Assistance Program

Rail Customer and Public Assistance Program

- RCPA handles approximately 1,500 stakeholder inquiries per year.
 - Roughly 150 are requests from shippers for assistance with rail service or commercial issues
- RCPA attorneys and transportation industry analysts provide informal guidance on issues related to:
 - Railroad service, pricing, and practices
 - STB regulations, policies, and proceedings
 - Other railroad-related concerns (idling trains, blocked grade crossings, railroad noise, rails-to-trails, etc.)
- RCPA offers informal mediation to help parties resolve disputes, without the need to bring formal actions before the Board.
- RCPA inquiries are confidential and not shared with other STB offices or the public; RCPA services are free (no filing fees).
- Stakeholders can still seek formal STB action, if RCPA cannot resolve the dispute.

Representative RCPA Matters

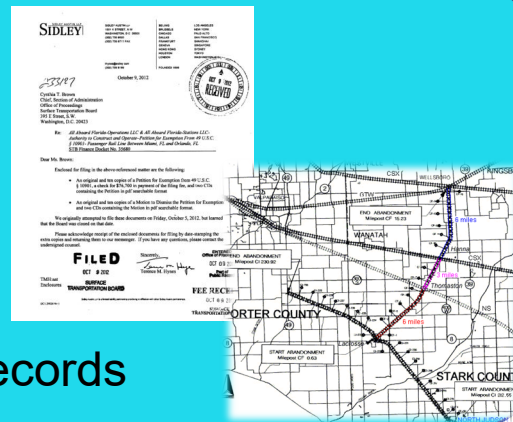
Railroad/shipper service matters

- Missed switches and delays in transit
- Changes in service schedules
- Disputed rates and charges
- Track lease agreements



STB procedural questions and records assistance

- Guidance on regulations
- E-filing questions
- Locating abandonment records



Railroads and communities

- Railroad noise and blocked crossings
- Informal guidance on Federal preemption
- Rail line abandonments
- Trail use questions



Contact RCPA

- **Telephone: (866) 254-1792**
- **E-mail: rcpa@stb.gov**