



Surface Transportation Board

Rail Customer and Public Assistance Program





Notice

This presentation was prepared by the Surface Transportation Board's Office of Public Assistance, Governmental Affairs and Compliance (OPAGAC). All statements and opinions are solely those of OPAGAC, and may not reflect those of the Surface Transportation Board, its Members, or Counsel. Official opinions of the STB may only be obtained through a formal proceeding. Informal guidance offered by OPAGAC employees is not binding, and might not be followed by the STB in a formal proceeding.

STB Overview



Core STB Functions

- Rail line construction licensing, including environmental review
- Rail service oversight
- Market entry/exit
- Railroad mergers and acquisitions
- Rail line abandonment/discontinuance
- Rails-to-trails
- Economics
- Rate regulation
- Limited passenger rail/Amtrak oversight



The STB's Rail Customer and Public Assistance Program (RCPA)

- RCPA handles approximately 1,500 inquiries per year.
- Attorneys and transportation industry analysts are available to informally answer questions related to:
 - STB policies and procedures
 - Railroad service, pricing, and practices
 - Other railroad-related concerns (i.e., idling trains, blocked grade crossings, noise)
- RCPA also provides informal mediation/facilitation to help parties resolve disputes, without the need to bring formal complaints before the STB.
- All RCPA matters remain confidential, and parties reserve the right to bring formal actions before the Board if necessary.

Representative RCPA Matters

Railroad/shipper service matters

- Establishment of new service
- Service frequency and reliability
- Disputed rates and charges



STB procedural questions and records assistance



Railroads and local communities

- Railroad noise and crossing blockage issues
- Rail line abandonments
- Trail use



Questions?

RCPA Contact Information

Phone: 1-866-254-1792 or 202-245-0238

Email: rcpa@stb.gov

Website: http://www.stb.gov/stb/rail/consumer_asst.html

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