

## **REGISTERING A COMPLAINT WITH THE SURFACE TRANSPORTATION BOARD**

The date has arrived and Canadian National will soon be expanding service on the EJ&E rail lines. Many concerned Hawthorn Woods residents have contacted the Village to ask what they should do if Canadian National fails to live up to its promises to be a good neighbor and doesn't appear to be abiding by the STB-mandated mitigation in the weeks and months ahead.

The Village of Hawthorn Woods shares your concerns that there will be numerous operational problems on the ground as freight traffic is routed onto the EJ&E because the STB failed to mandate a level of mitigation that will remedy the impacts. That's why this case has been taken to the federal courts. While the legal process plays out, however, we need to deal with CN freight trains and make sure that the STB knows how they are impacting the region.

In response to requests from concerned residents of the region, the TRAC group has created a process that will enable them to collect and register your complaints with the STB. The Surface Transportation Board has a "Rail Customer and Public Assistance" program that is administered by the STB's Office of Public Assistance, Governmental Affairs and Compliance (OPAGAC.) We urge all residents who have complaints about freight train impacts to take the right steps to insure that the STB has a record of the issues the region is facing.

To facilitate your communications, TRAC has created a form on their website [www.FightRailCongestion.com](http://www.FightRailCongestion.com). Click on the "Register Rail Complaint" button on the upper left-hand corner of the website. Fill out the form completely. When you hit the submit button your complaint will be sent to the STB, the State of Illinois and to TRAC to enable them to monitor where there are recurring problems on the line. If we all make the effort to register complaints as events occur, we can better defend the region's interests. It is important that you use the form on the TRAC website and not register directly with the STB so that TRAC can have a comprehensive record of the complaints being sent.

We urge you to forward this information to friends, neighbors and colleagues who might also be impacted so they know what they can do to register their complaints.