

1st Quarter 2011 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	11	3	0	2	2	4
Abandonment/Loss of Service	7	1	0	5	1	0
Acquisition and Operation Exemption	2	0	0	0	1	1
Arrange Meeting	1	0	0	0	0	1
Bus Issue	1	0	0	0	0	1
Canadian Rail Regulatory Issue	2	0	0	1	0	1
Car Supply	1	0	0	0	0	1
Demurrage Charges	1	0	0	0	1	0
Denial of Rail Service	1	0	0	0	0	1
Educational	1	0	0	0	0	1
Embargo	4	1	1	2	0	0
Environmental Issues	1	0	0	1	0	0
Fuel Surcharge	2	0	0	2	0	0
Grade Crossing Issues	1	0	0	1	0	0
Hazardous Material Rules	1	0	1	0	0	0
Household Movers	16	3	2	0	4	7
Idling Engines/Parked Trains	1	1	0	0	0	0
Information-Economic Data	15	1	2	1	1	10
Information-Non Economic Request	46	9	8	8	7	14
Information Request	59	16	4	12	7	20
Intermodal Service	1	0	0	0	1	0
Labor Issues	2	1	0	0	0	1
Motor Carriers (trucks)	10	3	1	1	2	3
Preemption	6	3	0	0	2	1
Rail Service	2	0	0	1	1	0
Railroad Abandonment/Loss of Service	5	0	0	2	0	3
Railroad Amtrak/Passenger Issue	1	0	1	0	0	0
Railroad Blocked Crossings	1	0	0	1	0	0
Railroad Car Supply	5	0	0	4	0	1
Railroad Claims	1	0	0	0	0	1
Railroad Common Carrier Obligation	1	0	1	0	0	0
Railroad Demurrage Charges	3	0	0	3	0	0
Railroad Denial of Rail Service	1	0	0	0	1	0
Railroad Embargo	3	0	1	0	2	0
Railroad Environmental Issues	2	1	0	1	0	0
Railroad Financial Issue	1	0	0	0	0	1
Railroad Freight Car Repair or Dispo	1	0	1	0	0	0
Railroad Fuel Surcharge	1	0	0	0	1	0
Railroad Grade Crossing Issues	2	0	0	0	1	1
Railroad Hazardous Waste/Radioactive W	2	0	0	0	0	2
Railroad Idling Engines/Parked Trains	3	2	1	0	0	0
Railroad Interchange Issue	1	0	0	1	0	0
Railroad Labor Issues	4	0	0	0	1	3
Railroad Maintenance Issue	1	1	0	0	0	0
Railroad Noise - Airhorn, Safety, etc	1	0	1	0	0	0
Railroad Paper Barriers	1	0	1	0	0	0
Railroad Preemption	6	3	0	0	2	1
Railroad Rate Levels/Increases	3	0	1	2	0	0
Railroad Service Issue	26	7	3	8	2	6
Railroad Tariff Issue	2	0	0	1	0	1
Rails to Trails	19	1	2	5	3	8
Rate Levels/Increases	7	1	1	1	0	4
Real Estate Matter	9	1	1	4	2	1

Service Problems	1	0	0	0	0	1
Side Track Agreement	1	0	0	0	0	1
STB Authority Question	2	0	0	0	0	2
STB Jurisdictional Question	8	0	0	0	0	8
STB Offers of Financial Assistance (OFA)	1	0	0	0	1	0
STB Procedural Assistance	42	4	1	9	4	24
STB Records Assistance	11	4	0	0	0	7
STB Webpage/Downloading Assistance	9	1	1	2	0	5
Tariff Issue	1	0	0	0	0	1
Water Carrier	2	0	1	0	1	0
Wrong Agency Calls	21	5	5	6	2	3
Total	407	73	42	87	53	152

*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

1st Quarter 2011 Cases per Commodity Group*

Commodity Group	Number
Aggregates	3
Agricultural Products	28
Automobile	1
Chemicals	9
Coal	4
Construction Debris	1
Construction Materials	2
Forest Products	6
Hazardous Waste/Radioactive Waste	3
High/Wide Loads	1
Intermodal	2
Metals and Minerals	3
Municipal Waste	2
Not Specified by Shipper	1
N/A	314
Other	7
Passenger	17
TIH	3
Total	407

*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.