

1st Quarter 2008 Complaints by Category

<i>Category</i>	<i>Number</i>
Rail service	7
Demurrage	3
Rates	0
Car Supply	0
Fuel Surcharge	2
Other	4
Information Request	3
Total	19

1st Quarter 2008 Complaints by Region*

	Rail Service	Rates	Car Supply	Fuel Surcharge	Information Request	Other	Demurrage	Total
Northeast Region						3		3
South Region	1					1	1	3
Midwest Region	3			1	1		1	6
West Region	3				1		1	5
Not specified				1	1			2
Total	7	0	0	2	3	4	3	19

*U.S. Census Regions:

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

1st Quarter 2008 Complaints per commodity group*

Forest Products	6
Agricultural Products	3
Metals and Minerals	1
Industrial Products	
Chemicals	2
Intermodal	1
Coal	
Automobile	

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