

1st Quarter 2006 Complaints by Category

<i>Category</i>	<i>Number</i>
Rail service	11
Demurrage	1
Rates	5
Car Supply	4
Fuel Surcharges	0
Other	3
Information Request	7
Total	31

1st Qtr 06 Complaints by Region*

	Rail Service	Rates	Car Supply	Fuel Surcharges	Information Request	Other	Demurrage	<i>Total</i>
Northeast Region		1						<i>1</i>
South Region	2	2			3	1		<i>8</i>
Midwest Region	4	1	1		1			<i>7</i>
West Region	4	1	3		1			<i>9</i>
Not specified	1				2	2	1	<i>6</i>
Total	<i>11</i>	<i>5</i>	<i>4</i>	<i>0</i>	<i>7</i>	<i>3</i>	<i>1</i>	31

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 Qtr 06 Complaints per commodity group*	
Forest Products	6
Agricultural Products	4
Metals and Minerals	1
Industrial Products	3
Chemicals	3
Intermodal	1
Coal	0
Automobile	1

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