

2nd Quarter 2011 Cases by Category/Region\*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	31	3	8	5	3	12
Acquisition and Operation Exemption	3	1	0	0	0	2
Bus Issue	1	1	0	0	0	0
Household Movers	17	3	3	1	5	5
Information-Economic Data	9	1	0	1	0	7
Information-Non Economic Request	69	10	9	11	13	26
Motor Carriers (trucks)	12	2	4	3	1	2
Non-Railroad Service Issue	1	0	0	0	0	1
Railroad Abandonment/Loss of Service	21	3	3	6	7	2
Railroad Amtrak/Passenger Issue	6	0	1	2	1	2
Railroad Blocked Crossings	1	0	0	1	0	0
Railroad Car Supply	2	0	0	0	2	0
Railroad Claims	2	0	0	0	0	2
Railroad Common Carrier Obligation	1	0	0	1	0	0
Railroad Competition Issues	1	1	0	0	0	0
Railroad Demurrage Charges	2	0	0	1	1	0
Railroad Denial of Rail Service	1	0	0	1	0	0
Railroad Embargo	3	0	0	1	2	0
Railroad Environmental Issues	1	0	0	0	1	0
Railroad Financial Issue	1	0	0	0	0	1
Railroad Freight Car Repair or Dispo	1	0	0	1	0	0
Railroad Fuel Surcharge	1	0	0	0	0	1
Railroad Grade Crossing Issues	4	0	2	1	0	1
Railroad Idling Engines/Parked Trains	1	0	0	0	0	1
Railroad Intermodal Service	1	0	0	0	1	0
Railroad Labor Issues	4	1	2	0	0	1
Railroad Liability Issues	2	0	0	0	0	2
Railroad Maintenance Issue	2	0	0	2	0	0
Railroad Noise - Airhorn, Safety, etc	6	2	1	1	1	1
Railroad Operating Authority Issue	3	1	0	0	1	1
Railroad Paper Barriers	1	0	0	0	1	0
Railroad Preemption	9	0	0	0	3	6
Railroad Private Car Mileage	1	0	0	0	0	1
Railroad Rate Levels/Increases	3	0	0	0	3	0
Railroad Reciprocal Switching	1	0	0	1	0	0
Railroad Service Issue	12	0	2	7	1	2
Rails to Trails	24	7	1	6	3	7
Real Estate Matter	16	1	2	7	3	3
STB Authority Question	4	0	1	1	1	1
STB Jurisdictional Question	11	0	1	3	1	6
STB Oral Hearings	7	4	1	1	0	1
STB Procedural Assistance	26	1	3	0	12	10
STB Recordations or Security Interests on	9	1	1	3	1	3
STB Records Assistance	6	2	1	0	0	3
STB Webpage/Downloading Assistance	7	3	0	1	0	3
Water Carrier	3	0	0	0	0	3
Wrong Agency Calls	5	2	1	0	0	2
Total	355	50	47	69	68	121

\*U.S. Census Regions:

Northeast Region	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania
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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	1
Agricultural Products	11
Automobile	2
Chemicals	9
Coal	2
Construction Debris	1
Forest Products	6
High/Wide Loads	1
Household Goods	5
Industrial Products	3
Intermodal	1
Metals and Minerals	2
Municipal Waste	2
N/A	300
Other	2
Passenger	6
TIH	1
Total	355

\*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.