

Full Year 2009 Rail Customer and Public Assistance Metrics

Full Year 2009 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment/Loss of Service	191	33	24	76	51	7
Acquisition and Operation Exemption	21	6	7	1	4	3
Arrange Meeting	4	2	0	0	1	1
Billing Dispute	0	0	0	0	0	0
Blocked Crossings	4	0	1	2	1	0
Car Supply	2	0	0	2	0	0
Claims	5	0	1	0	3	1
Common Carrier Obligation	10	0	1	5	2	2
Competition Issues	2	0	0	0	2	0
Demurrage Charges	14	1	7	3	2	1
Denial of Rail Service	1	0	1	0	0	0
Embargo	42	7	6	11	15	3
Environmental Issues	14	4	2	1	6	1
Freight Car Repair or Dispo	0	0	0	0	0	0
Grade Crossing Issues	14	3	4	3	2	2
Hazardous Waste/Radioactive Waste	1	0	0	0	1	0
Household Movers	16	1	2	4	1	8
Idling Engines/Parked Trains	3	3	0	0	0	0
Information-Economic Data	34	2	2	2	1	27
Information Request	260	42	28	55	32	103
Inter-carrier disputes	4	0	0	0	4	0
Labor Issues	21	3	2	9	4	3
Lease of track or equipment	0	0	0	0	0	0
Motor Carriers (trucks)	76	17	10	5	14	30
Noise - Airhorn, Safety, etc	17	6	4	4	2	1
Pipeline	3	0	1	0	2	0
Preemption	30	9	7	4	5	5
Rail Service	25	6	6	5	2	6
Rails to Trails	57	8	9	27	8	5
Rate Levels/Increases	26	2	8	8	7	1
Real Estate Matter	60	8	13	24	12	3
Service Problems	23	4	7	10	0	2
STB Authority Question	0	0	0	0	0	0
STB Jurisdictional Question	50	13	10	10	8	9
STB Practitioners Exam	4	0	2	1	0	1
STB Procedural Assistance	128	24	10	18	35	41
STB Records Assistance	0	0	0	0	0	0
STB Webpage/Downloading Assistance	45	3	2	1	3	36
Water Carrier	9	0	2	0	1	6
Wrong Agency Calls	90	27	16	13	17	17
Total	1470	240	200	418	261	351

*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

Full Year 2009 Cases per Commodity Group*

Commodity Group	Number
Aggregates	7
Agricultural Products	51
Automobile	6
Chemicals	32
Coal	8
Construction Debris	3
Construction Materials	7
Forest Products	12
Hazardous Waste/Radioactive Waste	4
Intermodal	12
Metals and Minerals	9
Not Specified by Shipper	8
N/A	1232
Other	19
Passenger	22
Total	1432

*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 year.