

## Rail Customer 2nd Quarter 2009 Cases by Category/Region\*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment/Loss of Service	43	9	10	13	9	2
Acquisition and Operation Exemption	7	1	2	0	2	2
Agricultural Contract Filing	1	0	0	0	0	1
Blocked Crossings	1	0	0	0	1	0
Common Carrier Obligation	1	0	0	0	0	1
Demurrage Charges	3	0	1	0	2	0
Embargo	20	4	1	7	8	0
Environmental Issues	2	2	0	0	0	0
Fuel Surcharge	2	0	0	1	0	1
Grade Crossing Issues	3	1	1	0	1	0
Hazardous Material Rules	1	0	0	0	0	1
Hazardous Waste/Radioactive Waste	1	0	0	0	1	0
Household Movers	2	0	0	1	0	1
Idling Engines/Parked Trains	1	1	0	0	0	0
Information-Economic Data	6	0	0	0	0	6
Information Request	60	7	9	14	3	27
Labor Issues	4	1	1	2	0	0
Motor Carriers (trucks)	25	4	2	1	6	12
Post CN/EJE Decision Comments	1	0	0	1	0	0
Preemption	10	2	4	1	2	1
Private Car Mileage	1	0	0	1	0	0
Rail Service	7	3	2	1	0	1
Railroad Credit Terms	1	0	1	0	0	0
Rails to Trails	14	2	3	6	3	0
Rate Levels/Increases	5	0	2	2	1	0
Real Estate Matter	11	1	1	5	3	1
Reciprocal Switching	1	0	0	1	0	0
Service Problems	5	2	1	2	0	0
STB Jurisdictional Question	10	4	0	1	2	3
STB Practitioners Exam	1	0	1	0	0	0
STB Procedural Assistance	24	4	4	1	7	8
STB Webpage/Downloading Assistance	7	0	2	0	0	5
Stored Freight Cars	2	1	0	0	1	0
Water Carrier	5	0	2	0	1	2
Wrong Agency Calls	1	1	0	0	0	0
Other	24	6	6	3	5	4
<b>Total</b>	<b>313</b>	<b>56</b>	<b>56</b>	<b>64</b>	<b>58</b>	<b>79</b>

\*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

**2nd Quarter 2009 Cases per Commodity Group\***

<b>Commodity Group</b>	<b>Number</b>
<b>Aggregates</b>	2
<b>Agricultural Products</b>	9
<b>Automobile</b>	1
<b>Chemicals</b>	1
<b>Forest Products</b>	4
<b>Hazardous Waste/Radioactive Waste</b>	3
<b>Intermodal</b>	1
<b>Metals and Minerals</b>	1
<b>Municipal Waste</b>	3
<b>N/A</b>	283
<b>Other</b>	4
<b>TIH</b>	1
<b>Total</b>	313

\*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.