2nd Quarter 2006 Complaints by Category

Category	***Number***
Rail service	14
Demurrage	2
Rates	3
Car Supply	0
Fuel Surcharges	0
Other	7
Information Request	4
Total	***30***

2nd Quarter 2006 Complaints by Region*

	Rail Service	**Rates**	**Car Supply**	**Fuel Surcharges**	**Information Request**	**Other**	**Demurrage**	*Total*
Northeast Region						1		*1*
South Region	3					2		*5*
Midwest Region	8	2			1	3		*14*
West Region	3				1	1		*5*
Not specified		1			2		2	*5*
Total	*14*	*3*	*0*	*0*	*4*	*7*	*2*	***30***

*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

2006 Complaints per commodity group*

Forest Products	3
Agricultural Products	4
Metals and Minerals	2
Chemicals	2
Intermodal	1
Coal	0
Automobile	0

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