

2nd Quarter 2010 Cases by Category/Region\*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	6	1	2	0	0	3
Abandonment/Loss of Service	22	3	4	6	5	4
Acquisition and Operation Exemption	5	0	0	3	0	2
Agricultural Contract Filing	1	0	0	0	0	1
Amtrak Issue	1	0	0	0	0	1
Billing Dispute	1	0	0	0	0	1
Blocked Crossings	4	1	0	2	0	1
Car Supply	2	0	1	0	1	0
Common Carrier Obligation	2	1	0	0	0	1
Demurrage Charges	6	0	4	0	2	0
Denial of Rail Service	1	0	1	0	0	0
Embargo	14	5	3	2	4	0
Environmental Issues	3	1	0	1	1	0
Fuel Surcharge	3	0	2	0	0	1
Grade Crossing Issues	4	0	1	3	0	0
Hazardous Material Rules	1	0	0	1	0	0
Household Movers	3	0	0	0	0	3
Idling Engines/Parked Trains	2	0	2	0	0	0
Information-Economic Data	9	2	1	2	1	3
Information Request	74	13	14	10	11	26
Inter-carrier disputes	2	1	0	0	0	1
Labor Issues	5	1	1	0	0	3
Lease of track or equipment	2	0	0	0	1	1
Motor Carriers (trucks)	7	1	0	2	3	1
Noise - Airhorn, Safety, etc	1	1	0	0	0	0
Pipeline	1	0	0	0	0	1
Preemption	9	5	0	1	2	1
Rail Service	14	3	2	4	3	2
Rails to Trails	11	1	0	1	2	7
Rate Levels/Increases	9	0	2	1	1	5
Real Estate Matter	7	1	1	1	2	2
Reciprocal Switching	1	0	0	0	0	1
Service Problems	9	3	1	1	2	2
Side Track Agreement	1	1	0	0	0	0
STB Authority Question	3	1	2	0	0	0
STB Jurisdictional Question	2	0	0	0	1	1
STB Procedural Assistance	33	3	5	8	4	13
STB Records Assistance	5	0	0	0	0	5
STB Webpage/Downloading Assistance	6	1	0	0	2	3
Water Carrier	1	0	0	0	0	1
Wrong Agency Calls	21	7	4	1	4	5
Other	7	0	2	0	0	5
Total	321	57	55	50	52	107

\*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 2010 Cases per Commodity Group\*

Commodity Group	Number
Aggregates	3
Agricultural Products	11
Automobile	3
Chemicals	13
Coal	5
Construction Debris	2
Construction Materials	1
Forest Products	6
Hazardous Waste/Radioactive Waste	2
Industrial Products	2
Intermodal	4
Metals and Minerals	4
Municipal Waste	2
N/A	249
Other	5
Passenger	6
TIH	3
Total	321

\*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.