

4th Quarter 2011 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	37	5	6	9	8	9
Acquisition and Operation Exemption	4	0	0	0	1	3
Arrange Meeting	2	1	0	0	0	1
Bus Issue	2	0	0	0	0	2
Canadian Rail Regulatory Issue	3	0	0	0	0	3
Household Movers	38	11	8	5	8	6
Information-Economic Data	10	0	0	1	0	9
Information-Non Economic Request	44	1	7	7	4	25
Motor Carriers (trucks)	10	1	3	1	0	5
Pipeline	3	0	1	0	0	2
Post CN/EJE Decision Comments	1	0	0	1	0	0
Railroad Abandonment/Loss of Service	12	1	3	2	2	4
Railroad Amtrak/Passenger Issue	4	0	0	2	0	2
Railroad Billing Dispute	2	1	0	1	0	0
Railroad Blocked Crossings	3	0	0	2	0	1
Railroad Claims	2	0	0	2	0	0
Railroad Competition Issues	1	0	0	1	0	0
Railroad Demurrage Charges	4	0	0	2	1	1
Railroad Denial of Rail Service	2	0	0	1	1	0
Railroad Embargo	15	1	4	4	6	0
Railroad Environmental Issues	1	1	0	0	0	0
Railroad Freight Car Repair or Dispo	1	0	0	0	0	1
Railroad Grade Crossing Issues	2	0	2	0	0	0
Railroad Interchange Issue	1	0	1	0	0	0
Railroad Intermodal Service	1	0	0	1	0	0
Railroad Labor Issues	1	0	0	0	0	1
Railroad Liability Issues	2	1	0	1	0	0
Railroad Maintenance Issue	1	0	0	1	0	0
Railroad Operating Authority Issue	2	1	0	1	0	0
Railroad Preemption	10	5	0	3	0	2
Railroad Private Car Mileage	1	0	0	0	0	1
Railroad Rate Levels/Increases	6	0	2	0	0	4
Railroad Reciprocal Switching	1	0	0	1	0	0
Railroad Service Issue	13	4	2	4	3	0
Rails to Trails	12	4	1	4	3	0
Real Estate Matter	6	0	4	0	1	1
STB Authority Question	1	0	0	1	0	0
STB Fees	1	0	0	0	0	1
STB Information	1	0	0	0	0	1
STB Jurisdictional Question	15	3	2	2	2	6
STB Offers of Financial Assistance (OFA)	1	0	1	0	0	0
STB Oral Hearings	1	0	0	0	0	1
STB Practitioners Exam	1	0	0	0	0	1
STB Procedural Assistance	36	6	3	5	5	17
STB Recordations or Security Interests on	4	0	0	2	0	2
STB Records Assistance	10	0	2	3	3	2
STB Track Exemption Issue	1	0	1	0	0	0
STB Webpage/Downloading Assistance	4	0	0	1	0	3
Water Carrier	8	2	1	1	3	1
Wrong Agency Calls	16	3	3	4	0	6
Total	360	52	57	76	51	124

*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

4th Quarter 2011 Cases per Commodity Group*

Commodity Group	Number
Aggregates	6
Agricultural Products	9
Automobile	1
Chemicals	1
Coal	3
Construction Debris	1
Construction Materials	1
Forest Products	5
Hazardous Waste/Radioactive Waste	1
High/Wide Loads	1
Household Goods	39
Industrial Products	4
Intermodal	2
Metals and Minerals	6
Municipal Waste	1
Not Specified by Shipper	2
N/A	256
Other	8
Passenger	13
Total	360

*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.