

2011 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	97	14	19	19	14	31
Acquisition and Operation Exemption	10	1	0	0	3	6
Arrange Meeting	4	1	0	0	1	2
Bus Issue	8	1	0	0	0	7
Canadian Rail Regulatory Issue	5	0	0	1	0	4
Household Movers	109	18	19	13	27	32
Information-Economic Data	43	3	4	3	2	31
Information-Non Economic Request	197	24	26	33	29	85
Motor Carriers (trucks)	40	8	9	6	4	13
Pipeline	5	0	1	0	1	3
Post CN/EJE Decision Comments	1	0	0	1	0	0
Railroad Abandonment/Loss of Service	56	6	13	13	13	11
Railroad Amtrak/Passenger Issue	14	1	3	4	1	5
Railroad Billing Dispute	2	1	0	1	0	0
Railroad Blocked Crossings	8	0	1	5	1	1
Railroad Claims	5	0	0	2	0	3
Railroad Competition Issues	2	1	0	1	0	0
Railroad Demurrage Charges	11	0	1	7	2	1
Railroad Denial of Rail Service	5	0	0	2	2	1
Railroad Embargo	27	2	6	7	11	1
Railroad Environmental Issues	12	5	0	3	4	0
Railroad Freight Car Repair or Dispo	4	0	1	1	1	1
Railroad Grade Crossing Issues	10	0	5	2	1	2
Railroad Interchange Issue	6	0	3	2	1	0
Railroad Intermodal Service	2	0	0	1	1	0
Railroad Labor Issues	12	1	4	0	1	6
Railroad Liability Issues	4	1	0	1	0	2
Railroad Maintenance Issue	4	1	0	3	0	0
Railroad Operating Authority Issue	8	2	2	1	3	0
Railroad Preemption	36	9	0	8	6	13
Railroad Private Car Mileage	2	0	0	0	0	2
Railroad Rate Levels/Increases	21	0	6	3	6	6
Railroad Reciprocal Switching	2	0	0	2	0	0
Railroad Service Issue	78	14	16	26	7	15
Rails to Trails	67	14	6	18	10	19
Real Estate Matter	36	3	7	14	7	5
STB Authority Question	13	0	1	2	3	7
STB Fees	2	1	0	0	0	1
STB Information	1	0	0	0	0	1
STB Jurisdictional Question	45	4	5	6	3	27
STB Offers of Financial Assistance (OFA)	2	0	1	0	1	0
STB Oral Hearings	9	4	1	2	0	2
STB Practitioners Exam	1	0	0	0	0	1
STB Procedural Assistance	123	15	11	16	24	57
STB Recordations or Security Interests on	24	3	2	6	3	10
STB Records Assistance	30	7	3	4	3	13
STB Track Exemption Issue	1	0	1	0	0	0
STB Webpage/Downloading Assistance	26	5	1	5	1	14
Water Carrier	16	2	2	1	5	6
Wrong Agency Calls	45	10	9	11	3	12
Coal Dust	1	0	0	0	1	0
Railroad Agricultural Contract Filing	1	0	0	0	1	0
Railroad Hazardous Material Rules	2	0	1	1	0	0

Railroad Idling Engines/Parked Trains	6	2	2	0	1	1
Railroad Miscellaneous Charges	1	0	0	1	0	0
Railroad Noise - Airhorn, Safety, etc	9	2	2	2	2	1
Railroad Paper Barriers	3	0	1	1	1	0
Railroad Side Track Agreement	1	0	0	1	0	0
Non-Railroad Service Issue	1	0	0	0	0	1
Railroad Car Supply	7	0	0	4	2	1
Railroad Common Carrier Obligation	2	0	1	1	0	0
Railroad Financial Issue	2	0	0	0	0	2
Railroad Fuel Surcharge	2	0	0	0	1	1
Abandonment/Loss of Service	7	1	0	5	1	0
Car Supply	1	0	0	0	0	1
Demurrage Charges	1	0	0	0	1	0
Denial of Rail Service	1	0	0	0	0	1
Educational	1	0	0	0	0	1
Embargo	4	1	1	2	0	0
Fuel Surcharge	1	0	0	1	0	0
Grade Crossing Issues	1	0	0	1	0	0
Idling Engines/Parked Trains	1	1	0	0	0	0
Information Request	59	16	4	12	7	20
Intermodal Service	1	0	0	0	1	0
Labor Issues	2	1	0	0	0	1
Preemption	6	3	0	0	2	1
Rail Service	2	0	0	1	1	0
Railroad Hazardous Waste/Radioactive W	2	0	0	0	0	2
Railroad Tariff Issue	2	0	0	1	0	1
Rate Levels/Increases	6	1	1	1	0	3
Service Problems	1	0	0	0	0	1
Side Track Agreement	1	0	0	0	0	1
Tariff Issue	1	0	0	0	0	1
Total	1430	210	202	291	227	500

*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

2011 Cases per Commodity Group*

Commodity Group	Number
Aggregates	14
Agricultural Products	63
Automobile	4
Chemicals	28
Coal	14
Construction Debris	4

Construction Materials	5
Forest Products	22
Hazardous Waste/Radioactive Waste	5
High/Wide Loads	3
Household Goods	76
Industrial Products	8
Intermodal	9
Metals and Minerals	15
Municipal Waste	7
Not Specified by Shipper	3
N/A	1080
Other	24
Passenger	40
Empty Freight Cars	1
TIH	5
Total	1430

*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.