

1st Quarter 2010 Rail Customer and Public Assistance Case Metrics

1st Quarter 2010 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment/Loss of Service	36	5	1	14	7	9
Acquisition and Operation Exemption	1	0	0	0	1	0
Arrange Meeting	1	0	0	1	0	0
Billing Dispute	3	0	2	0	0	1
Blocked Crossings	1	0	1	0	0	0
Car Supply	1	0	0	0	0	1
Claims	4	0	2	1	0	1
Common Carrier Obligation	5	2	0	0	0	3
Competition Issues	1	0	1	0	0	0
Demurrage Charges	1	0	0	1	0	0
Denial of Rail Service	1	0	0	0	1	0
Embargo	3	2	0	1	0	0
Environmental Issues	3	0	0	1	2	0
Freight Car Repair or Dispo	1	0	0	0	0	1
Grade Crossing Issues	4	0	2	2	0	0
Hazardous Waste/Radioactive Waste	1	0	0	0	1	0
Household Movers	6	2	1	0	0	3
Idling Engines/Parked Trains	1	0	1	0	0	0
Information-Economic Data	6	1	0	0	2	3
Information Request	92	10	16	21	11	34
Inter-carrier disputes	3	3	0	0	0	0
Labor Issues	6	0	0	3	1	2
Lease of track or equipment	5	0	0	3	1	1
Motor Carriers (trucks)	6	1	0	0	0	5
Noise - Airhorn, Safety, etc	1	1	0	0	0	0
Pipeline	2	0	1	0	0	1
Preemption	6	3	0	2	1	0
Rail Service	16	1	4	6	2	3
Rails to Trails	10	1	0	6	1	2
Rate Levels/Increases	7	0	2	2	2	1
Real Estate Matter	15	1	1	7	4	2
Service Problems	6	2	1	1	2	0
Side Track Agreement	2	0	0	1	0	1
STB Authority Question	1	0	0	0	0	1
STB Jurisdictional Question	7	2	0	1	0	4
STB Practitioners Exam	1	0	0	1	0	0
STB Procedural Assistance	39	15	4	3	2	15
STB Records Assistance	1	0	0	0	0	1
STB Webpage/Downloading Assistance	7	0	0	2	1	4
Water Carrier	3	1	0	0	0	2
Wrong Agency Calls	68	19	9	11	10	19
Total	384	72	49	91	52	120

*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

1st Quarter 2010 Cases per Commodity Group*

Commodity Group	Number
Aggregates	4
Agricultural Products	6
Automobile	6
Chemicals	16
Coal	6
Construction Debris	1
Construction Materials	1
Forest Products	12
Hazardous Waste/Radioactive Waste	3
Intermodal	2
Metals and Minerals	5
Municipal Waste	1
Not Specified by Shipper	1
N/A	300
Other	6
Passenger	14
Total	384

*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.