

3rd Quarter 2006 Complaints by Category								
<i>Category</i>	<i>Number</i>							
Rail service	6							
Demurrage	1							
Rates	9							
Car Supply	1							
Fuel Surcharges	1							
Other	2							
Information Request	1							
Total	21							
3rd Quarter 2006 Complaints by Region*								
	Rail Service	Rates	Car Supply	Fuel Surcharges	Information Request	Other	Demurrage	Total
Northeast Region	1							1
South Region	3	3	1			1		8
Midwest Region	1	3		1				5
West Region	1	2				1	1	5
Not specified		1			1			2
Total	6	9	1	1	1	2	1	21
*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							
3rd Quarter Complaints per commodity group*								
Forest Products	3							
Agricultural Products	2							
Metals and Minerals	4							
Chemicals	4							
Intermodal	0							
Coal	0							
Automobile	0							
*In many cases the commodity is not specified or material to the complaint, therefore the total number for this data								