

3rd Quarter 2010 Cases by Category/Region\*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	10	0	1	1	3	5
Abandonment/Loss of Service	24	4	3	8	1	8
Acquisition and Operation Exemption	5	0	0	0	0	5
Amtrak Issue	5	0	0	1	0	4
Arrange Meeting	2	1	0	0	1	0
Billing Dispute	2	0	0	0	0	2
Claims	2	0	0	0	2	0
Coal Dust	1	0	0	0	1	0
Common Carrier Obligation	2	0	0	0	0	2
Demurrage Charges	2	0	0	0	0	2
Embargo	11	0	4	3	4	0
Environmental Issues	2	0	0	1	0	1
Freight Car Repair or Dispo	1	0	0	0	1	0
Fuel Surcharge	3	0	0	0	1	2
Grade Crossing Issues	1	0	0	0	0	1
Hazardous Material Rules	1	0	0	0	1	0
Household Movers	3	1	1	1	0	0
Idling Engines/Parked Trains	1	1	0	0	0	0
Information-Economic Data	10	1	0	0	4	5
Information Request	110	34	14	9	25	28
Inter-carrier disputes	4	0	0	2	1	1
Labor Issues	5	1	2	1	0	1
Lease of track or equipment	1	0	0	0	1	0
Motor Carriers (trucks)	3	1	0	0	0	2
Noise - Airhorn, Safety, etc	2	0	0	1	1	0
Preemption	10	5	2	1	0	2
Rail Service	11	8	0	1	1	1
Rails to Trails	12	2	1	2	2	5
Rate Levels/Increases	8	0	1	2	3	2
Real Estate Matter	5	1	1	3	0	0
Service Problems	3	2	1	0	0	0
STB Authority Question	2	0	0	0	1	1
STB Jurisdictional Question	12	2	1	0	1	8
STB Procedural Assistance	33	9	2	4	7	11
STB Records Assistance	10	1	0	0	1	8
STB Webpage/Downloading Assistance	3	1	0	0	0	2
Stored Freight Cars	2	1	0	0	0	1
Wrong Agency Calls	25	5	8	2	6	4
Other	1	1	0	0	0	0
Total	350	82	42	43	69	114

\*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
-------------	--------------------------------------------------------------------------------------------------------------------------

3rd Quarter 2010 Cases per Commodity Group\*

Commodity Group	Number
Aggregates	1
Agricultural Products	17
Chemicals	3
Coal	6
Construction Debris	2
Construction Materials	1
Forest Products	9
High/Wide Loads	1
Industrial Products	1
Metals and Minerals	1
Municipal Waste	3
N/A	289
Other	1
Passenger	15
Total	350

\*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.