

4th Quarter 2009 Rail Customer and Public Assistance Case Metrics

4th Quarter 2009 Cases by Category/Region*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment/Loss of Service	45	2	4	24	13	2
Acquisition and Operation Exemption	5	1	3	1	0	0
Agricultural Contract Filing	1	0	0	1	0	0
Amtrak Issue	4	2	0	2	0	0
Arrange Meeting	1	1	0	0	0	0
Blocked Crossings	1	0	1	0	0	0
Bus Issue	1	0	0	0	1	0
Car Supply	1	0	0	1	0	0
Claims	2	0	0	0	1	1
Common Carrier Obligation	3	0	0	2	1	0
Competition Issues	1	0	0	0	1	0
Demurrage Charges	3	0	1	1	0	1
Educational	1	0	0	0	0	1
Embargo	4	1	0	0	2	1
Environmental Issues	2	0	1	0	1	0
Grade Crossing Issues	3	0	1	1	0	1
Hazardous Material Rules	1	1	0	0	0	0
Household Movers	4	0	0	0	1	3
Idling Engines/Parked Trains	1	1	0	0	0	0
Information-Economic Data	7	1	0	1	0	5
Information Request	90	13	6	18	14	39
Inter-carrier disputes	2	0	0	0	2	0
Labor Issues	6	2	0	2	2	0
Motor Carriers (trucks)	14	6	1	2	1	4
Noise - Airhorn, Safety, etc	10	3	2	3	1	1
Pipeline	1	0	1	0	0	0
Preemption	3	1	0	0	2	0
Private Car Mileage	1	0	0	0	1	0
Rail Service	10	3	3	0	1	3
Rails to Trails	11	0	1	6	1	3
Rate Levels/Increases	6	0	3	3	0	0
Real Estate Matter	10	2	1	7	0	0
Reciprocal Switching	1	0	0	0	1	0
Service Problems	5	0	3	1	0	1
Side Track Agreement	1	0	0	0	0	1
STB Jurisdictional Question	2	0	0	0	2	0
STB Practitioners Exam	1	0	0	1	0	0
STB Procedural Assistance	36	7	2	5	9	13
STB Webpage/Downloading Assistance	5	0	0	0	0	5
Wrong Agency Calls	42	11	8	6	11	6
Total	348	58	42	88	69	91

*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 2009 Cases per Commodity Group*

Commodity Group	Number
Aggregates	1
Agricultural Products	12
Automobile	2
Chemicals	10
Coal	4
Construction Materials	2
Empty Freight Cars	1
Forest Products	3
Industrial Products	1
Intermodal	2
Metals and Minerals	2
Municipal Waste	1
N/A	289
Other	3
Passenger	13
TIH	2
Total	348

*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.