

2nd Quarter 2012 Cases by Category/Region\*

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	17	3	4	7	0	3
Acquisition and Operation Exemption	1	0	0	0	0	1
Arrange Meeting	1	0	0	1	0	0
Bus Issue	12	2	2	2	3	3
Household Movers	45	13	11	1	7	12
Information-Economic Data	10	1	1	0	2	6
Information-Non Economic Request	28	1	7	3	4	13
Motor Carriers (trucks)	19	3	4	3	0	9
Pipeline	1	0	0	0	0	1
Post CN/EJE Decision Comments	1	0	0	1	0	0
Railroad Abandonment/Loss of Service	2	1	0	1	0	0
Railroad Agricultural Contract Filing	2	0	0	1	1	0
Railroad Amtrak/Passenger Issue	2	0	1	0	0	1
Railroad Billing Dispute	1	0	0	0	0	1
Railroad Blocked Crossings	2	0	1	1	0	0
Railroad Claims	2	0	2	0	0	0
Railroad Denial of Rail Service	4	0	2	0	1	1
Railroad Embargo	4	3	0	0	1	0
Railroad Environmental Issues	4	3	1	0	0	0
Railroad Financial Issue	1	1	0	0	0	0
Railroad Fuel Surcharge	1	1	0	0	0	0
Railroad Grade Crossing Issues	4	0	1	2	1	0
Railroad Hazardous Material Rules	1	0	0	1	0	0
Railroad Idling Engines/Parked Trains	3	1	1	1	0	0
Railroad Inter-carrier disputes	1	1	0	0	0	0
Railroad Interchange Issue	3	1	0	0	0	2
Railroad Labor Issues	9	0	2	2	0	5
Railroad Maintenance Issue	3	0	0	2	0	1
Railroad Miscellaneous Charges	3	0	1	0	1	1
Railroad Noise - Airhorn, Safety, etc	3	3	0	0	0	0
Railroad Operating Authority Issue	4	1	1	1	1	0
Railroad Preemption	9	3	1	2	2	1
Railroad Rate Levels/Increases	7	1	1	2	2	1
Railroad Reciprocal Switching	1	0	0	0	0	1
Railroad Service Issue	9	1	4	2	1	1
Railroad Side Track Agreement	2	0	0	1	1	0
Railroad Stored Freight Cars	2	1	0	0	0	1
Rails to Trails	20	3	1	8	4	4
Real Estate Matter	5	2	0	1	0	2
STB Authority Question	6	1	1	1	0	3
STB Fees	1	0	0	1	0	0
STB Information	7	1	2	0	0	4
STB Jurisdictional Question	12	1	2	2	4	3
STB Offers of Financial Assistance (OFA)	1	0	0	1	0	0
STB Practitioners Exam	1	0	0	1	0	0
STB Procedural Assistance	44	9	10	8	7	10
STB Recordations or Security Interests on Ra	8	2	1	2	0	3
STB Records Assistance	12	2	3	1	3	3
STB Webpage/Downloading Assistance	3	1	0	0	0	2
Water Carrier	4	0	1	0	2	1
Wrong Agency Calls	13	2	1	2	3	5
Other	4	0	0	0	0	2
Total	365	69	70	65	51	107

\*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

2nd Quarter 2012 Cases per Commodity Group\*

Commodity Group	Number
Aggregates	2
Agricultural Products	10
Chemicals	9
Coal	6
Construction Debris	4
Forest Products	1
Hazardous Waste/Radioactive Waste	1
Household Goods	46
Industrial Products	6
Intermodal	5
Metals and Minerals	2
Municipal Waste	1
Not Specified by Shipper	7
N/A	237
Other	6
Passenger	22
Total	365

\*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.